



Home Office

# **Crime against businesses: findings from the 2017 Commercial Victimisation Survey**

Statistical Bulletin 07/18

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# Conventions used in figures and tables

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## Table abbreviations

- '0' indicates less than 0.5 (this does not apply when figures are presented to one decimal point).
- 'n/a' indicates that the question was not applicable or not asked in that particular year.
- '-' indicates that figures are not reported because the unweighted base number of respondents is less than 50.
- '..' indicates that there were no respondents in the category shown.
- '\*\*' indicates that a change or difference is statistically significant at the 5% level. Where an apparent change over time is not statistically significant this is noted in the text.

## Unweighted base

All CVS percentages and rates presented in the tables are based on data weighted to compensate for differential non-response. Tables show the unweighted base which represents the number of business premises interviewed in the specified group.

## Percentages

Row or column percentages may not add to 100% due to rounding.

Most CVS tables present cell percentages where the figures refer to the percentage of business premises that have the attribute being discussed and the complementary percentage, to add to 100%, is not shown.

A percentage may be quoted in the text for a single category that is identifiable in the tables only by summing 2 or more component percentages. To avoid rounding errors, the percentage has been recalculated for the single category and therefore may differ by one percentage point from the sum of the percentages derived from the tables.

## Year-labels on CVS figures and tables

The respondents' experience of crime relates to the 12 full months prior to interview (i.e. a moving reference period). Year-labels identify the CVS year of interview.

## 'No answers' (missing values)

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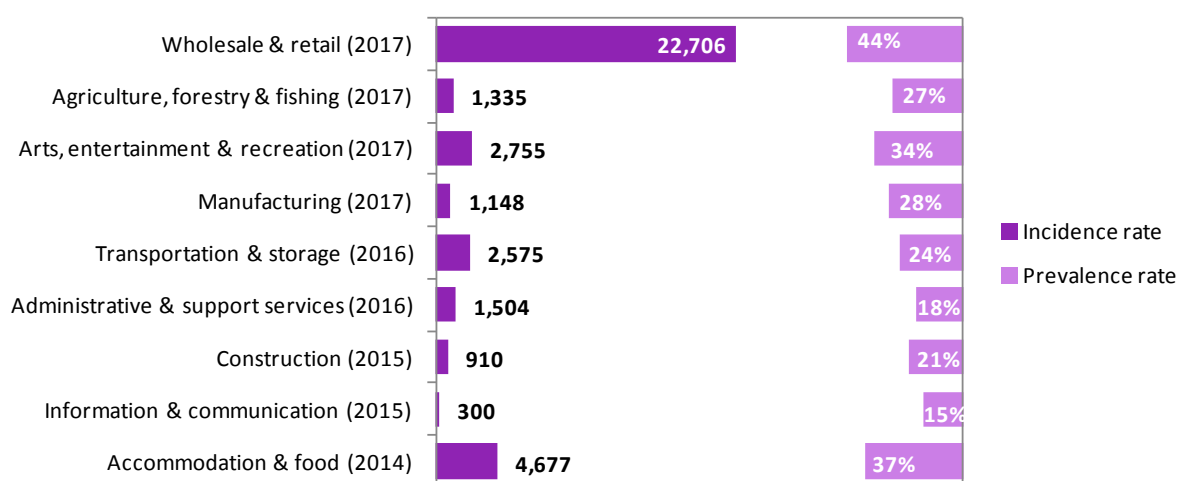
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# Executive Summary

- Wholesale and retail premises have consistently experienced the highest levels of crime compared with other surveyed sectors (Figure E.1), but crime against the sector has shown no statistically significant changes since 2014. The proportion of premises experiencing a crime in this sector has fallen compared with the 2012 CVS, with the largest falls in vandalism and theft.
- The incidence rate of shoplifting offences in the Wholesale and retail sector has not shown a statistically significant change compared with the 2012 CVS. The cost of shoplifting has increased compared with the 2012 CVS, with a higher proportion of incidents involving items worth over £50 being stolen.
- There have been no significant changes in incident rates in the Agriculture, Forestry and Fishing sector compared with 2013, when this sector was first surveyed. The overall proportion of premises experiencing a crime has not changed significantly compared with 2013 either, though significant changes have been seen for some crime types, including robbery which has increased since 2013.
- Crime has fallen in the Arts, entertainment and recreation sector compared with the 2013 CVS, when this sector was first surveyed. Significant falls have been seen in both the incidence rate and the proportion of premises experiencing crime.
- The overall incidence rates and proportion of Manufacturing premises experiencing crime have not changed significantly compared with the 2012 CVS, when this sector was first surveyed.
- Levels of customer theft have increased in the Manufacturing sector and shown non-statistically significant increases in the Wholesale and retail and Agriculture, Forestry and Fishing sectors. Significant increases were also seen in the proportion of premises experiencing customer theft in the Agriculture, Forestry and Fishing and Manufacturing sectors.
- The majority of premises across all sectors surveyed in 2012 to 2017 were satisfied with the way police handle crime in their area. In most sectors, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not. This pattern was reversed in the Arts, entertainment and recreation and Manufacturing sectors where higher satisfaction levels were seen among victims compared with non-victims.

**Figure E.1: Incidents of all crime measured by the CVS (excluding online crime) per 1,000 premises and proportion of premises that were victims, by sector, 2012 to 2017 CVS**



# Introduction

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This bulletin presents findings from the 2017 Commercial Victimization Survey (CVS), a sample survey that examines the extent of crime against business premises in England and Wales. The CVS was previously run in 1994, 2002 and then each year since 2012. It is planned to be repeated in 2018.

Each year a selection of industry sectors, defined by the [UK Standard Industrial Classification 2007](#) (SIC), is included in the CVS. The 2017 CVS focused on premises in 4 industry sectors. These were defined by SIC sections G (Wholesale and retail), A (Agriculture, Forestry and Fishing), R (Arts, entertainment and recreation), and C (Manufacturing). Between them, these 4 sectors accounted for just over one-quarter of all business premises in England and Wales in 2017.

In 2012 and 2013, 4 sectors were included in the survey, with a target of 1,000 interviews in each. In 2014 the number of premises sampled in the Wholesale and retail sector was doubled, and only 2 other sectors were included; this was to allow more detailed analysis due to high levels of interest in this sector. In 2015 the CVS returned to sampling 4 sectors; however, the target number of interviews for the Information and communication sector was limited to 200 (compared with 1,000 interviews in the other 3 sectors) to allocate resource to a feasibility study for a potential survey of business Head Offices. In 2016 3 sectors were sampled, with a target of 1,000 interviews in each. By including 3 sectors rather than 4, resource could be allocated to the pilot survey of Head Offices asking about their experiences of fraud and cyber crime.

The main aim of the pilot Head Office survey was to assess the feasibility of a full-scale survey across one or both of the Wholesale and retail and Finance and insurance sectors. The Home Office worked with the CVS contractor, Ipsos MORI, to develop the pilot survey. The Home Office obtained a sample of enterprises from the two sectors via the Interdepartmental Business Register (IDBR) obtained from the Office for National Statistics (ONS). The sample design was based on 5 turnover size bands. Ipsos MORI then carried out a screening and cleaning exercise on the sample to determine if a business was eligible for the survey. Around 1,000 businesses were successfully screened and issued for fieldwork. Selected businesses received a letter inviting them to take part in the survey with instructions for completion. The survey was conducted via a self-completion survey in Excel format. Respondents were asked to e-mail completed surveys to Ipsos MORI, who then removed all identifiable information from the data and sent the anonymised datasets to Home Office analysts.

The target was to achieve 50 completed interviews from each of the 2 sectors but only 56 surveys were completed in total (46 from the Finance and insurance sector and 10 from the Wholesale and retail sector). Some feedback obtained by Ipsos MORI suggested refusals were due to: the time and labour required for completion of the survey, the business lacking the information asked for, competing deadlines and concerns about data confidentiality.

Due to the low response rates achieved in the pilot and data quality concerns, it was decided not to proceed with a full Head Office survey. Further information can be found in the Ipsos MORI report '[Commercial Victimization Survey, Head Office Feasibility Study: Pilot survey report](#)'.

All of the 4 sectors included in the 2017 survey were also included in past surveys (Wholesale and retail – surveyed in every year since 2012 as it is one of the largest sectors and is known to experience high volumes of the crimes captured by the CVS; Agriculture, Forestry and Fishing – surveyed in 2012, 2013 and 2015; Arts and entertainment – surveyed in 2013; and Manufacturing – surveyed in 2012). Therefore, in this bulletin, time series analyses are presented for each sector.

Decisions in relation to which sectors should be included were made following discussions with the CVS Steering Group (a committee of sector representatives and key data users convened by the Home Office), and in response to user needs. The sectors covered in future surveys will be decided in the same way, and we welcome all suggestions and feedback on this. If you would like to provide comments, please email [crimeandpolicestats@homeoffice.gsi.gov.uk](mailto:crimeandpolicestats@homeoffice.gsi.gov.uk).

## TRENDS OVER TIME & SURVEY COVERAGE

Two to six years' data are now available for some sectors, showing trends in crime over time. However, comparisons between any 2 survey years should be treated with caution, as the relatively small sample sizes associated with each sector in the survey cause year-on-year estimates to fluctuate. A clearer picture of trends will become more apparent over the longer term.

Although the [Interdepartmental Business Register \(IDBR\)](#), the sampling frame for the survey, covers 99% of UK businesses, there will be some small businesses and recently started businesses that are not covered. As a result, these were not sampled, and are excluded from the survey.

## TERMINOLOGY

Throughout the analysis presented in this bulletin, and its associated tables, there are 4 key measures of the extent of business crime presented. These focus on incidence, i.e. the number of crimes business premises had experienced in the 12 months prior to interview, and prevalence, i.e. the number of businesses that were victims in the same reference period. The main measures are as follows:

- Total incidence – also referred to as the estimated total crime count for the sectors surveyed. This is the total number of incidents of crime experienced by business premises sampled from a particular sector. This is weighted (i.e. scaled-up) to represent the population of business premises as a whole in that sector.
- Incidence rate – also referred to as the crime rate. This is the estimated total number of incidents of crime, divided by the total number of business premises in the given sector. The numbers are then multiplied by 1,000 to give the number of crimes per 1,000 premises, to allow the figures to be compared more easily.
- Total prevalence – also referred to as the estimated total victim count for the sectors surveyed. This is the total number of business premises that have been victims of crime. This is weighted (i.e. scaled-up) to represent the population of business premises as a whole.
- Prevalence rate – also referred to as the victimisation rate. This is the total number of business premises that were victims of crimes, divided by the total number of premises in that sector, multiplied by 100 to give percentages. This gives the proportion of business premises that were victims.

Another measure that is presented is repeat victimisation (also known as crime concentration). This is the number of times each victim (business premises) has experienced a particular crime. It is calculated by dividing the total number of crimes by the total number of premises that were victims. It is different from the incidence rate, which divides the total number of crimes by the total number of premises (i.e. including victims and non-victims).

Some measures are based on CVS questions which were asked about the most recent incident of a particular crime type. These include: reporting of the most recent incident to the police, whether the respondent thought the incident had been carried out by an organised group of criminals and the costs of items stolen on this occasion. Where such measures are presented, they are described as proportions of respondents who made a specific statement about the latest incident of a particular crime type they experienced. It is important not to interpret these measures as *rates* (i.e. proportions of the total number of incidents). This is made clear in the text of the bulletin.

To maximise the topic coverage of the survey while restricting the length of the survey for respondents, 2 topic areas are split, with each being asked of around half of the respondents

surveyed. One of these topics is online crime<sup>1</sup> – these questions are asked of half of the respondents that said their business had a computer, selected randomly. Online crime covers a range of crime types carried out over computer networks:

1. **Hacking:** having a computer, network or server accessed without permission;
2. **Online theft of money:** having money stolen electronically (e.g. through online banking);
3. **Phishing:** having money stolen after responding to fraudulent messages or being redirected to fake websites;
4. **Online theft of information:** having confidential information stolen electronically (such as staff or customer data);
5. **Website vandalism:** having a website defaced, damaged or taken down; and
6. **Viruses:** having computers infected with files or programmes intended to cause harm;
7. **Other online crimes:** Any other online crimes which do not fall into the above categories.

The remaining respondents (around 50% of the total surveyed) were asked whether they had a range of crime prevention measures in place at the premises, from alarm systems to signs to deter shoplifting. Those that had a crime prevention measure in place were asked whether it had been installed in the last 12 months.

## SIGNIFICANCE TESTING & CONFIDENCE INTERVALS

To analyse the responses to a sample survey such as the CVS, it is important account for the level of uncertainty introduced by using a survey sample, rather than the whole population of business premises in England and Wales. To compare estimated levels of crime in different years, statistical significance testing was carried out on the measures of crime described above, where appropriate. This technique is used to determine whether an observed difference is likely to be genuine (statistically significant), rather than due to chance. Unless otherwise stated, all significance testing has been done at the 95% level, as is common for many surveys.

Confidence intervals (error margins) at the 95% level have also been constructed. This is another statistical tool, closely related to significance testing. Where confidence intervals around 2 numbers do not overlap, the difference between the values is said to be statistically significant. It is important to note that the opposite is not always true, i.e. overlapping confidence intervals do not always indicate a lack of statistical significance. To determine whether differences were statistically significant in such cases, formal significance testing was used. For further detail on these statistical tools, see the [Technical Annex](#).

## DATA TABLES

The [2017 CVS Headline Tables](#) include breakdowns, by sector and size band, of the following:

- The total number of incidents of crime (incidence, or crime count);
- The number of incidents of crime per 1,000 premises (incidence rate, or crime rate);
- The total number of victims of crime (prevalence, or victim count);
- The proportion of premises that experienced crime (prevalence rate, or victimisation rate).

The [2017 CVS Comparison Tables](#) include comparisons of data from the 2017 CVS with data from the 2012, 2013, 2014, 2015 and 2016 CVS for those sectors where previous years' data are available. Comparisons are shown for incidence rates, prevalence rates, proportions of respondents who reported the latest incident to the police, proportions of respondents who perceived the latest incident to be an organised crime and the average numbers of incidents per victim. Statistically significant year-on-year changes are highlighted, and confidence intervals for the incidence and prevalence (by

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<sup>1</sup> Online crime is not included within the main CVS crime estimates to avoid double-counting offences, as there may be some duplication between online crime and fraud. Although described here as crime, it is worth noting that these incidents may not always be recorded as a crime according to the [Home Office Counting Rules](#).

crime type) are also given. The data presented in the 2017 CVS anti-social behaviour, perceptions of policing and worry about online crime tables are discussed in [Chapter 5. Methodology tables](#) are also provided – these show final fieldwork figures, giving the number of interviews by sector and business size.

Please note that some estimates used in the bulletin are not formally presented in the published data tables. These figures can either be derived by users from the raw CVS data published via the [UK Data Service](#), or requested directly from the Home Office in ODS format. Please see the further information below for contact details.

## FACTSHEETS & INFOGRAPHIC

Summaries of the key findings from the 2017 CVS are available in sector-specific factsheets for the Wholesale and retail, Agriculture, Forestry and Fishing, Arts, entertainment and recreation and Manufacturing sectors. The [2017 CVS Infographic](#) provides a visual summary of most of the key findings for all 4 sectors.

## FURTHER INFORMATION

The dates of forthcoming publications are pre-announced and can be found via the [gov.uk statistics release calendar](#). For further information about the Commercial Victimization Survey please email [crimeandpolicestats@homeoffice.gsi.gov.uk](mailto:crimeandpolicestats@homeoffice.gsi.gov.uk).

### Home Office Responsible Statistician

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This statistical bulletin is produced to the highest professional standards and is free from political interference. It has been produced by statisticians working in the Home Office Analysis and Insight Directorate in accordance with the Home Office's [statement of compliance](#) with the Code of Practice for Official Statistics, which covers Home Office policy on revisions and other matters. The Chief Statistician, as Head of Profession, reports to the National Statistician with respect to all professional statistical matters and oversees all Home Office National Statistics products with respect to the Code, being responsible for their timing, content and methodology. Please note that the statistics presented in this bulletin are not designated as National Statistics.



# Crime against Wholesale and retail premises

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## 1.0 KEY FINDINGS

- **Crime against the Wholesale and retail sector fell between 2012 and 2014 but has since shown no statistically significant change.** The sector experienced a large statistically significant fall between 2012 and 2014, from 7.7 million incidents in 2012 to 4.1 million incidents in 2014. Although the estimated levels of crime appear to have increased between 2014 and 2017, with 8.1 million incidents of crime in 2017, the change is not statistically significant.
- **The proportion of premises experiencing crime has fallen since 2012.** In 2017, 44% of premises in this sector experienced a crime, a statistically significant fall of 9 percentage points from the 2012 CVS when just over half (53%) of premises experienced a crime.
- **The average cost of shoplifting incidents is higher than it was in 2012.** The median average cost of shoplifting per victim was £237 in 2012 compared with £500 in 2017, whilst the median average cost per incident is also higher (£35 in 2012 compared with £60 in 2017).
- **As in previous years, food and grocery items were most commonly stolen in shoplifting incidents.** Nearly a third (30%) of all shoplifting incidents involved food and grocery items in 2017. Around a half (53%) reported that the food and grocery items stolen were typically low value items (such as milk or bread).
- **Larger businesses in this sector continued to experience higher crime rates.** In 2017, Wholesale and retail businesses with 50 or more employees experienced over 280,000 incidents of crime per 1,000 premises. On average, this equates to each Wholesale and retail business with 50 or more employees experiencing over 5 crimes per week. In comparison, Wholesale and retail businesses with 10 to 49 employees experienced a much lower rate of crime (just over 66,000 incidents per 1,000 premises), while the rate in small businesses of 1 to 9 employees was lower again, at just over 5,000 per 1,000 premises.

## 1.1 INTRODUCTION

In the 2017 Commercial Victimization Survey (CVS), 1,046 respondents<sup>2</sup> from premises in the Wholesale and retail sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. This business sector includes retailers, wholesalers and motor vehicle trade and repair businesses.

The Wholesale and retail sector has now been included in the CVS for 6 years, as it is one of the largest sectors and is known to experience high volumes of the crimes captured by the CVS. This allows for comparisons over this period. Premises from the Wholesale and retail sector were previously also included in the 1994 and 2002 CVS. Due to changes in methodology between surveys and changes to the Standard Industrial Classification (SIC), estimates for this sector from the 2017 CVS can only be directly compared with the 2012 to 2016 surveys. This chapter presents comparisons with the 2012 and 2016 CVS. The relatively small sample size of the survey makes detecting changes between years difficult; therefore it is necessary to consider the long-term trend when considering changes over time. Comparisons with 2012 and 2016 figures, with results of statistical significance testing and confidence intervals, are presented in the [2017 CVS Comparison Tables](#). Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

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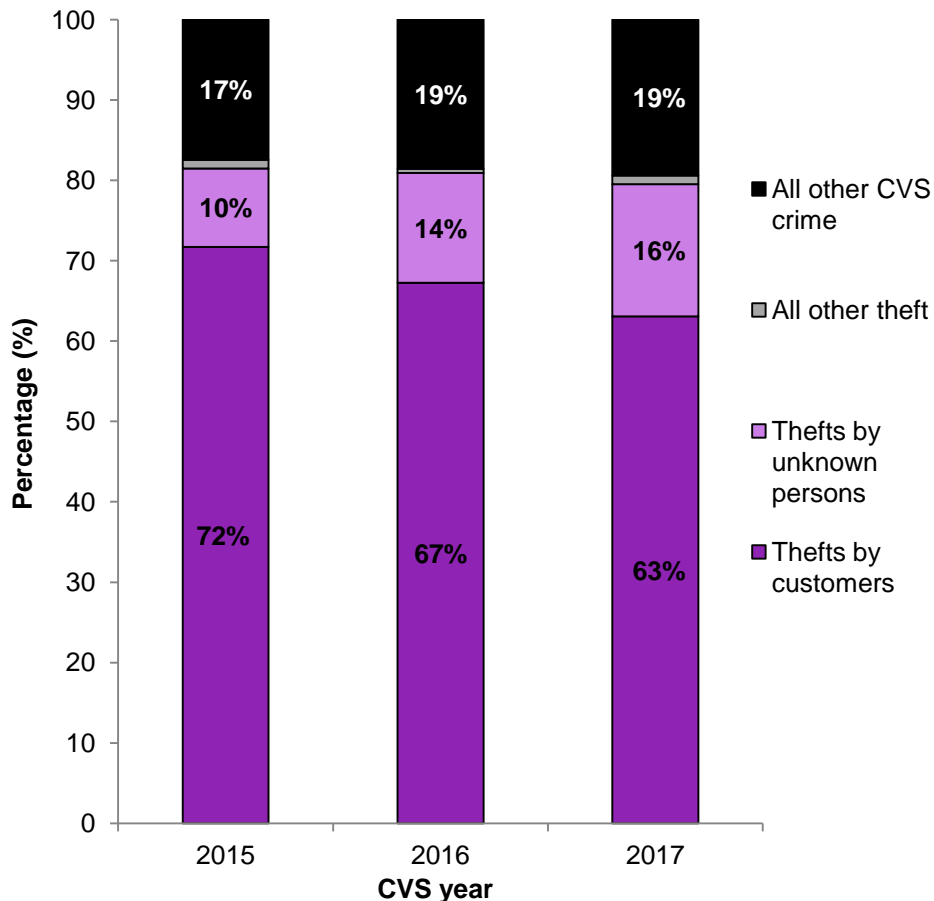
<sup>2</sup> To see more details about the response rate and how the sample was selected please see the Technical Report.

The 2017 CVS also collected information on issues such as online crime, organised crime, cost of crime, and reporting to the police. These findings, and information on repeat victimisation (average number of crimes per victim), are presented in the accompanying [2017 CVS Headline Tables](#). All data are weighted to ensure that the sample is representative of Wholesale and retail businesses in England and Wales as a whole.

## 1.2 EXTENT OF CRIME AGAINST WHOLESALE AND RETAIL PREMISES

The 2017 CVS showed that Wholesale and retail premises experienced an estimated 8.1 million crimes in the year prior to interview<sup>3</sup>. As shown in Figure 1.1, of these, four-fifths (81%) of incidents were thefts and, specifically, nearly two-thirds (63%) were theft by customers (i.e. shoplifting, 5.1 million incidents). The proportion of crime attributed to theft by customers showed no change from the previous survey year (the apparent 4 percentage point decrease was not statistically significant). However there has been a significant fall compared with 2015, when the proportion was 72%. Previously, it had remained at just over 50% from 2012 to 2014 before the significant increase in 2015.

**Figure 1.1: Theft as a proportion of all CVS crime, Wholesale and retail sector, 2015 to 2017 CVS**



Unweighted base: 2015 (972), 2016 (1,128), 2017 (1,046)

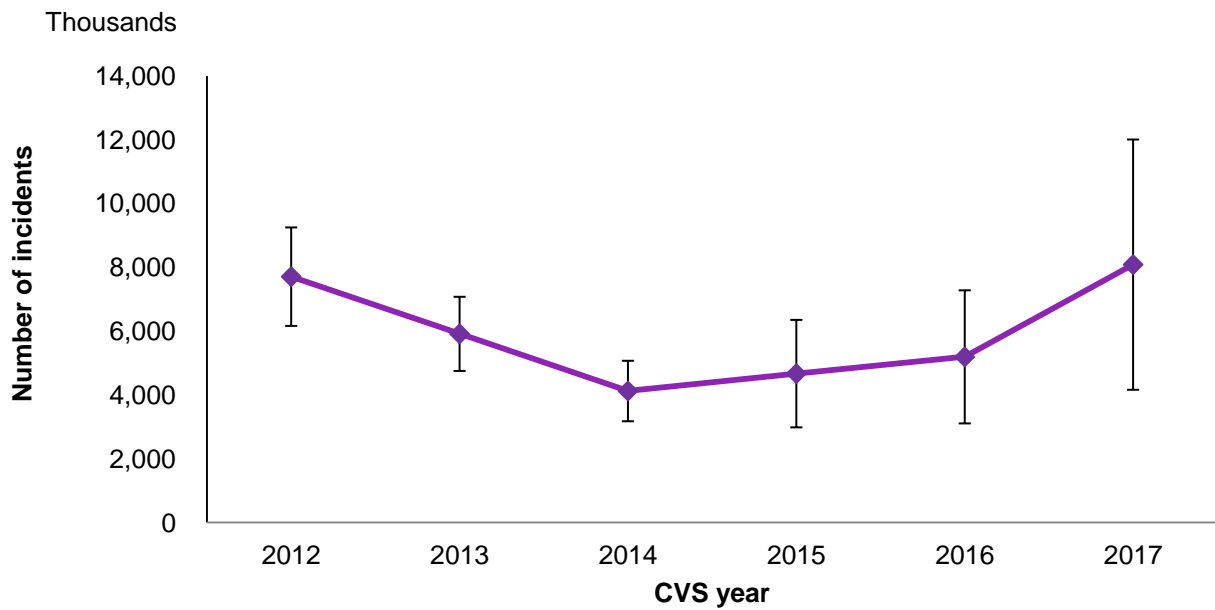
Source: Home Office, [2017 CVS Headline Tables](#).

Chart notes: All other theft is comprised of theft by employees and theft by others, which combined accounted for just over 1% of all crime.

<sup>3</sup> Main stage interviews for the 2017 CVS took place between the 19<sup>th</sup> September and the 22<sup>nd</sup> December 2017. See the Technical Report for further detail.

Figure 1.2 shows the trend in the number of incidents of crime against the Wholesale and retail sector since 2012. The pattern was a downward trend with a statistically significant fall from 7.7 million incidents in 2012 to 4.1 million incidents in 2014. Since 2014 the trend appears to have gone upwards to 8.1 million incidents of crime in 2017; however, the change is not statistically significant. The volume of incidents in 2017 is similar to that estimated in 2012.

**Figure 1.2 Number of incidents of crime, Wholesale and retail sector, with 95% confidence intervals, 2012 to 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Although the number of incidents of crime experienced by the Wholesale and retail sector has shown an apparent (non-statistically significant) increase in recent years, the proportion of premises experiencing crime has shown a statistically significant fall since 2012, from 53% of premises to 44% in the 2017 CVS (see Table 1.2). This fall in prevalence rate was seen across several crime types, most notably in vandalism and overall theft (both statistically significant falls of 6 percentage points and 4 percentage points respectively).

Despite this fall, theft was still by far the most commonly experienced crime type with over a quarter (27%) of premises having experienced it in 2017 (see Table 1.1).

The average number of crime incidents experienced by each victim in 2017 has shown no statistically significant changes compared with the 2012 CVS. This holds true across all crime types.

Table 1.1: Experiences of crime in the last 12 months, Wholesale and retail sector, 2017 CVS

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	116	326	44	12	3
Vandalism	103	288	34	9	3
All vehicle-related theft	19	52	9	2	-
All robbery (inc. attempts)	297	835	18	5	16
Assaults and threats	510	1,433	36	10	14
All theft	6,516	18,299	98	27	67
<i>Thefts by customers</i>	5,099	14,320	87	24	59
<i>Thefts by employees</i>	60	167	9	3	6
<i>Thefts by others</i>	25	71	3	1	8
<i>Thefts by unknown persons</i>	1,332	3,740	26	7	51
All fraud	524	1,472	42	12	13
<b>ALL W&amp;R CRIME</b>	<b>8,085</b>	<b>22,706</b>	<b>157</b>	<b>44</b>	<b>52</b>

Unweighted base: 1,046 premises

Table 1.2: Changes in crime in the Wholesale and retail sector, 2017 compared with 2012 CVS

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing	Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	-11	1	0
Vandalism	-196	-6 *	0
All vehicle-related theft	-19	-2 *	-
All robbery (inc. attempts)	202	2 *	-
Assaults and threats	260	0	3
All theft	2463	-4 *	17
<i>Thefts by customers</i>	3,876	3	9
<i>Thefts by employees</i>	-476	-2 *	-7
<i>Thefts by others</i>	-68	-1 *	-
<i>Thefts by unknown persons</i>	-869	-6 *	16
All fraud	306	-1	3
<b>ALL W&amp;R CRIME</b>	<b>3,005</b>	<b>-9 *</b>	<b>14</b>

Unweighted bases: 1,021 premises in 2012 and 1,046 premises in 2017

Source: Home Office, [2017 CVS Headline Tables](#) and [2017 CVS Comparison Tables](#).

Table notes:

- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Statistically significant changes are highlighted in bold italics with asterisks (\*). Other changes are not significant.
- '-' indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.
- 'n/a' indicates that the question was not applicable.

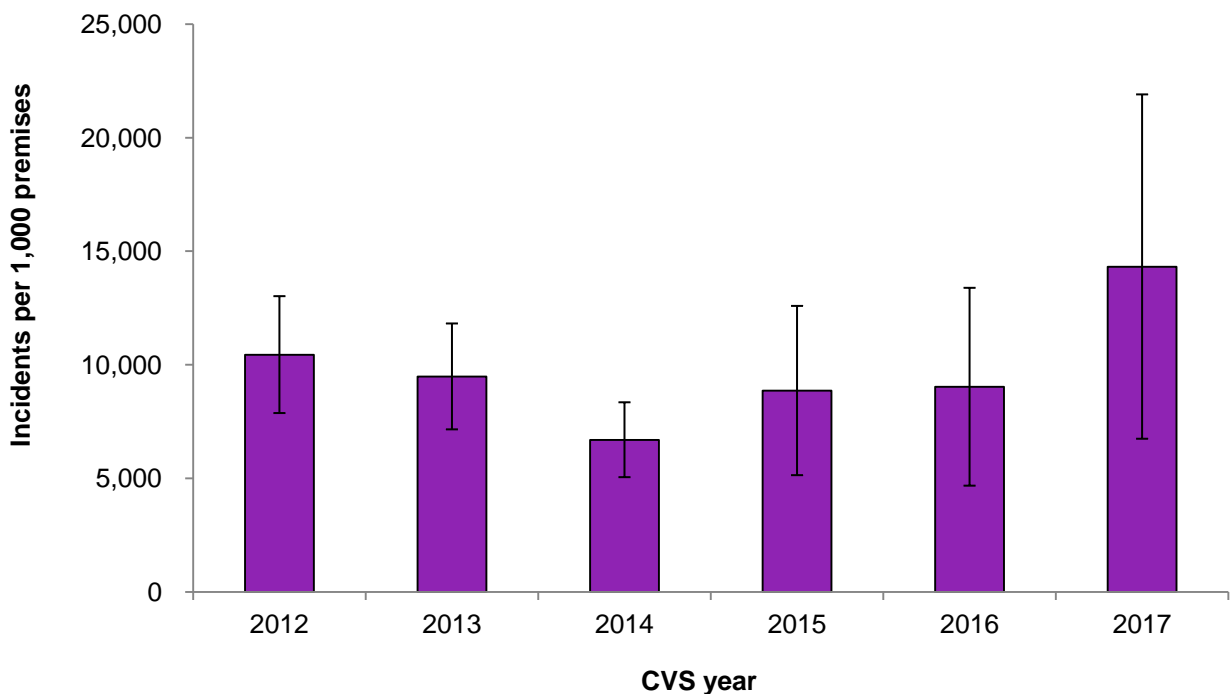
## Number of incidents per 1,000 premises (incidence rates)

### Trends in the incidence rate of theft

Theft by customers (which largely comprises shoplifting) remains the most common crime against the Wholesale and retail sector, with 14,320 incidents per 1,000 premises in the 2017 CVS (see Table 1.1.). As in previous years, this was a much higher incident rate compared with all other types of theft. For example, the rate of shoplifting was almost 4 times as high as theft by unknown persons; the second most common type of theft to affect the sector.

The rate of shoplifting fell statistically significantly between 2012 and 2014 and, although it seems to have shown an increase between 2014 and 2017, this change is not statistically significant (Figure 1.3). All other types of theft have not shown statistically significant changes compared with 2012 (see [2017 CVS Comparison tables](#)).

**Figure 1.3: Incidents of theft by customers per 1,000 premises, Wholesale and retail sector, with 95% confidence intervals, 2012 to 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

### Trends in the incidence rates for all other crime types

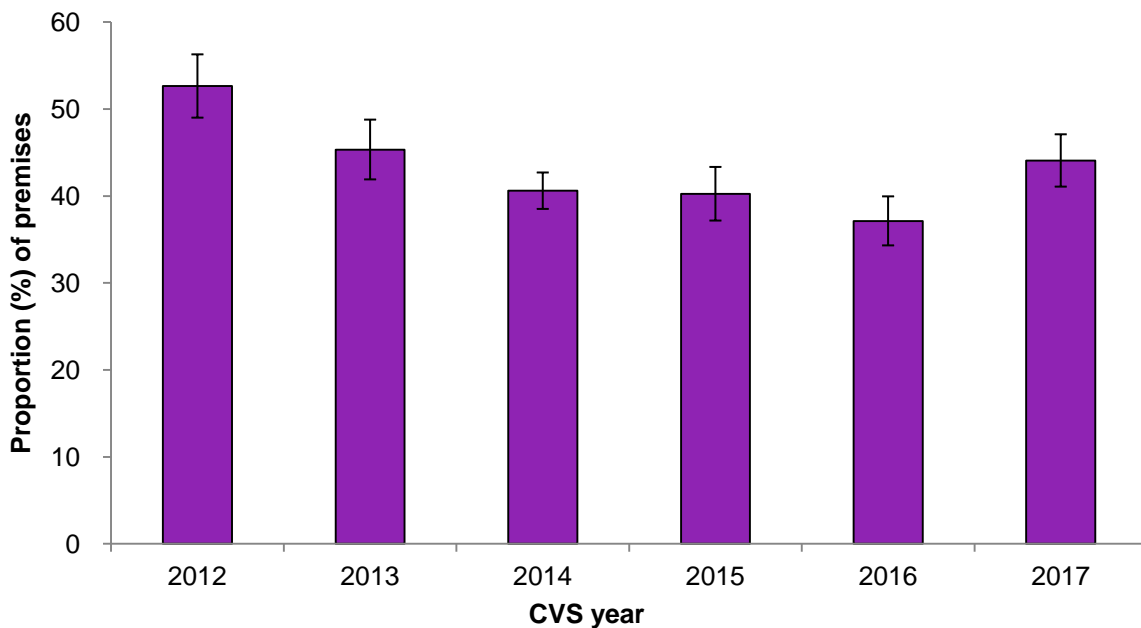
Table W&R1 of the [Comparison Tables](#) shows that, compared with the 2012 CVS, there have been no statistically significant changes in incident rates for any of the crime types covered by the survey.

However, compared with 2016, there have been statistically significant increases in both thefts of vehicles (up from 1 incident per 1,000 premises to 13 incidents per 1,000 premises) and assaults and threats (up from 524 incidents per 1,000 premises to 1,433 incidents per 1,000 premises). In 2016, the incidence rates for both these crime types were at the lowest level since 2012 but now they have returned to previous levels.

### Proportions of premises that experienced a crime (prevalence rates)

Similar to previous survey years, the proportion of premises victimised in the Wholesale and retail sector was relatively high compared with the other sectors surveyed in 2017. The trend was generally downwards from 2012 to 2016 but has now started to increase in 2017. The proportion has increased significantly since 2016, up from 37% of premises to 44% of premises. However, figure 1.4 shows the long-term downward trend in the proportion of premises victimised in this sector and this year's figure is statistically significantly lower than in 2012, when 53% of premises experienced a crime.

**Figure 1.4 Proportion of premises that experienced a crime, Wholesale and retail sector, 2012 to 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Just over a quarter (27%) of premises experienced theft; most commonly this was theft by customers (24% of premises). Fraud and burglary were the next most prevalent in 2017 with 12% of premises having experienced these crime types. All 3 of these crime types showed statistically significant increases in prevalence rates compared with 2016. There was also a significant increase in the prevalence rate for assaults and threats compared with 2016, with 10% of premises experiencing assaults and threats in 2017, compared with 6% in 2016 (see [2017 CVS Comparison Tables](#)).

Prevalence rates for customer theft, burglary, fraud and assaults and threats were all similar to those reported in 2012. Prevalence rates for most other crime types have fallen compared with 2012, though there has been an increase in the prevalence of robbery with 5% of premises experiencing this crime type in 2017 compared with 3% in 2012 (see Table 1.2). Changes in prevalence rates compared with 2012 and 2016 can be found in the [2017 CVS Comparison Tables](#).

### Incidence and prevalence rates by business size

As shown by previous surveys, incidence rates of crime tend to be significantly higher for premises with more employees. The overall number of crimes per 1,000 premises with 50 or more employees

was around 56 times as high as for those premises with 1 to 9 employees in 2017 and around 4 times as high as for those premises with 10 to 49 employees. Table 1.3 shows that for all crime types the incidence rate was higher among premises with 50 or more employees compared with 1 to 9 employees (although the difference was not statistically significant for vehicle-related theft).

**Table 1.3: Number of incidents per 1,000 premises, by crime type and premises size, Wholesale and retail sector, 2017 CVS**

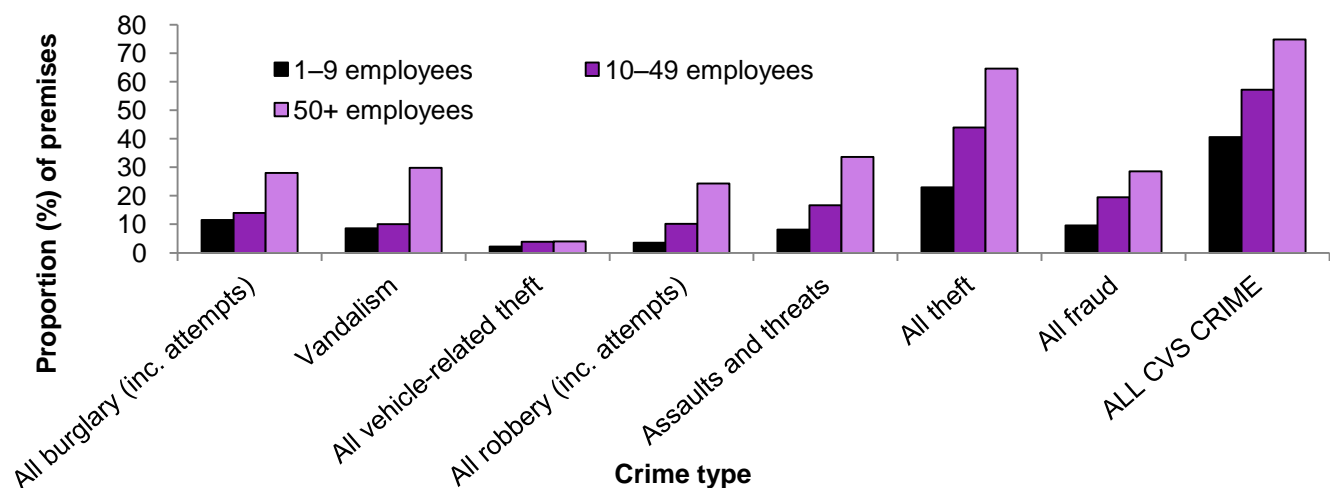
Crime type	1–9 employees	10–49 employees	50+ employees	All premises
All burglary (inc. attempts)	281	355	1,416	326
Vandalism	190	507	1,876	288
All vehicle-related theft	48	67	98	52
All robbery (inc. attempts)	128	3,380	7,240	835
Assaults and threats	549	5,151	6,671	1,433
All theft	3,551	54,487	239,189	18,299
Fraud	336	2,420	28,005	1,472
<b>ALL CVS CRIME</b>	<b>5,082</b>	<b>66,368</b>	<b>284,495</b>	<b>22,706</b>
<i>Unweighted base</i>	<i>602</i>	<i>239</i>	<i>205</i>	<i>1,046</i>

Source: Home Office, [2017 CVS Headline Tables](#)

Table note: ‘.’ indicates that there were no respondents in the category shown.

A breakdown of prevalence rates by size and crime type (Figure 1.5) showed a similar picture, with prevalence rates increasing with business size for all crime types except for vehicle-related theft.

**Figure 1.5: Proportion of Wholesale and retail premises that experienced crime in the 12 months prior to interview, by crime type and premises size, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#)

### Average number of incidents of crime per victim (premises)

The average number of incidents of crime per victim is a measure of repeat victimisation, representing the average number of times each victim has experienced a particular crime. It is calculated by dividing the estimated total number of crimes by the total number of victims. Changes in the average number of incidents per victim depend on both the number of incidents and the number of victims. For example, if the number of incidents increases, but the number of victims increases by more, this measure will actually fall.

Overall, each victim of crime in the Wholesale and retail sector experienced an average of 52 incidents in the last year, a non-significant increase compared with 2012, when each victim of crime experienced an average of 37 incidents. The highest average number of incidents per victim in 2017 was for theft, with each victim of theft experiencing an average of 67 thefts in the last year, the majority of which was accounted for by shoplifting, 59 incidents per victim, a non-significant increase compared with 2012 (49 incidents per victim).

The lowest average number of incidents per victim was for burglary and vandalism, both with 3 incidents per victim, no change compared with the 2012 CVS (also 3 incidents per victim for both crime types),

Looking at other crime types, compared with the 2016 CVS, there was no change in repeat victimisation levels except in thefts by employees which showed a statistically significant increase from an average of 2 thefts by employee per victim in 2016 compared with 6 per victim in 2017. Repeat victimisation levels for fraud by others increased significantly between 2015 and 2016 and, in 2017, they have remained in line with last year's levels. It is acknowledged that a premises-based survey such as the CVS may underestimate some types of fraud, which are committed against the business, rather than particular premises, for example via a corporate website. A pilot fraud and cyber crime survey of Head Offices was carried out in March 2017 in an attempt to collect further data but response rates were too low to allow for useful analysis and the survey will not be continued. See the Introduction and the Ipsos MORI report '[Commercial Victimisation Survey, Head Office Feasibility Study: Pilot survey report](#)' for further information on this pilot survey.

### 1.3 OTHER RESULTS FROM THE SURVEY

This section includes a focus on shoplifting (theft by customers), online crime, reporting rates, crime prevention, organised crime and comparisons of CVS findings with data from other sources.

#### Shoplifting

The 2017 CVS showed that shoplifting made up nearly two-thirds (63%) of all incidents of crime against Wholesale and retail premises in the 12 months prior to interview. It remains the most common crime type, with 14,320 incidents per 1,000 premises.

Looking at the long-term trend, the rate of shoplifting showed a fall between 2012 and 2014, falling from 10,445 incidents per 1,000 premises compared with 6,695 incidents per 1,000 premises. Since 2014 the trend has shown a small, though not statistically significant rise.

The latest police recorded crime statistics [published by the Office for National Statistics](#) (ONS) show an increase in shoplifting, which is consistent with the pattern revealed by the most recent CVS findings for shoplifting (despite this not showing a statistically significant increase). The number of shoplifting offences recorded by the police rose from 358,274 offences in the year to December 2016 to 385,265 offences in the year to December 2017, an increase of 8%. Possible explanations for this increase in the number of offences recorded by the police are an increase in the proportion of shoplifting incidents that come to the attention of the police, or improvements to police recording



practices<sup>4</sup>. This is supported by the fact that the police recorded crime figures are substantially lower than those reported by the CVS (5.1 million incidents of shoplifting), however the 2017 CVS showed there has been no change in the proportion of premises that reported the most recent incident of shoplifting to the police, with 36% having reported the latest incident, compared with 41% in the 2012 CVS and 40% in the 2016 CVS. A new set of questions were added to the 2016 CVS to look further at changes in reporting practices. The findings for these questions are discussed in detail in the reporting rates section.

The proportion of premises experiencing shoplifting has remained steady over the period covered by the CVS from 2012 to 2017, ranging between 20 and 24%. Similarly, the average number of shoplifting incidents per victim (59 incidents in 2017) appears to have shown little change over the five-year period from 49 incidents per victim in the 2012 CVS, a non-statistically significant change.

### The cost and nature of shoplifting

The CVS includes 2 questions to estimate the value of items stolen by customers. The first question focuses on *cost per victim* and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months (Table 1.4). The second question is a proxy for the *cost per incident*, asking the respondent to estimate the total value of items stolen by customers in the *most recent* incident of shoplifting experienced (Table 1.5)<sup>5</sup>.

**Table 1.4: Value of items stolen/unpaid in all incidents of shoplifting experienced by each victim in the 12 months prior to interview, Wholesale and retail sector, 2012 to 2017 CVS**

Value of items stolen/unpaid	2012	2013	2014	2015	2016	2017
Mean value of items stolen/unpaid	£3,674	£7,917	£4,403	£5,416	£5,443	£9,525
Median value of items stolen/unpaid	£237	£400	£350	£300	£500	£500
Maximum value of items stolen/unpaid	£250,000	£500,000	£800,000	£400,000	£750,001	£750,000
<i>Unweighted base</i>	230	186	465	194	274	241

Source: Home Office, [2017 CVS Bulletin Tables](#).

**Table 1.5: Value of items stolen/unpaid in the most recent incident of shoplifting experienced by each victim in the 12 months prior to interview, Wholesale and retail sector, 2012 to 2017 CVS**

Value of items stolen/unpaid	2012	2013	2014	2015	2016	2017
Mean value of items stolen/unpaid	£158	£177	£126	£545	£248	£797
Median value of items stolen/unpaid	£35	£50	£40	£40	£54	£60
Maximum value of items stolen/unpaid	£20,000	£3,000	£2,500	£132,000	£10,000	£230,000
<i>Unweighted base</i>	213	207	508	239	330	337

Source: Home Office, [2017 CVS Bulletin Tables](#).

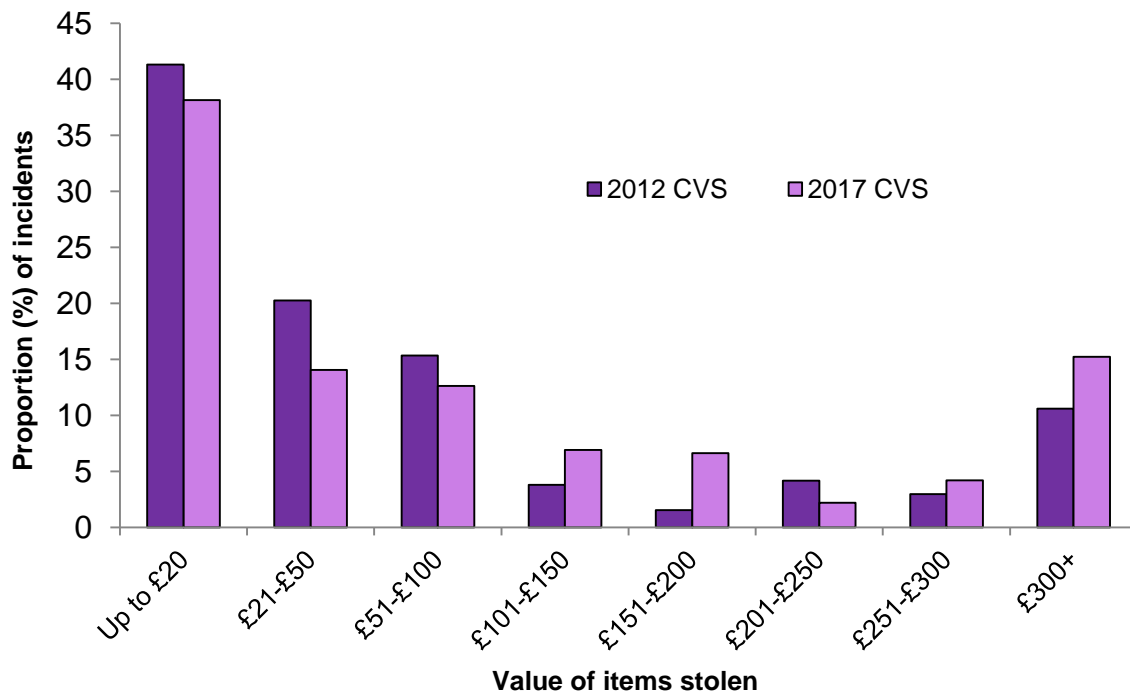
<sup>4</sup> As a result of police force inspections carried out by Her Majesty's Inspectorate Constabulary (HMIC), it is likely that the improvements made to comply with the National Crime Recording System (NCRS) have led to increased recording of crimes by the police, although it is not possible to quantify this. For more information please see the [User Guide to Crime Statistics for England and Wales](#).

<sup>5</sup> Please note that this does not yield a true cost "per incident", as only the latest incident is taken into account; other incidents experienced by the respondent are likely to have incurred different costs. Furthermore, responses to the question may be affected by recall bias (e.g. respondents may refer to the most memorable, rather than the most recent incident) so the estimates should be treated with caution. The CVS data appear to support this theory, since the mean cost per incident (based on the most recent incident) was £797 in 2017, and the average number of incidents per victim was 59; multiplying these together would yield a much higher predicted estimate of the total cost per victim than the estimate of £9,525, as measured by the survey question directly, suggesting that the values given by respondents in reference to the "most recent" incident may be exaggerated. Despite this caveat, the average costs based on the most recent incident are a suitable way of monitoring typical costs of shoplifting over time.

Comparing the mean, median and maximum costs of the most recent shoplifting incident experienced by respondents in the 12 months prior to interview (Table 1.5) reveals that most incidents of shoplifting are fairly low-cost, although there are a small number of incidents where high-value items have been stolen. This is illustrated by Figure 1.6, which shows the range of values of items stolen in the most recent incident of shoplifting (grouped into bands). The distribution of the values of items stolen in the most recent incident in the 2017 CVS is broadly similar to that shown in the 2012 CVS although there was a non-statistically significant increase in the proportion of shoplifting incidents involving items worth over £50 (up from 38% in 2012 to 48% in 2017). In the latest year a slightly higher proportion of goods stolen in shoplifting incidents were attributed to items worth over £300 compared with the 2012 CVS although the difference is not statistically significant.

The presence of a small number of extreme values in the distribution of values makes the median a more suitable average than the mean for summarising shoplifting costs (e.g. in 2015 there was at least one incident which cost the business several thousand pounds). The median cost of the latest shoplifting incident showed a small amount of variation over the last 5 years' surveys and is £60 per incident in the 2017 CVS, compared with £35 in the 2012 CVS. The median total costs of all incidents per victim in the last 12 months is also higher compared with the 2012 CVS (£237 in 2012 compared with £500 in 2017).

**Figure 1.6: Incidents of shoplifting grouped by value of goods stolen/unpaid, based on the most recent incident experienced by each premises, Wholesale and retail sector, 2012 and 2017 CVS**



Unweighted base: 213 premises in 2012 and 337 premises in 2017.  
 Source: Home Office, [2017 CVS Bulletin Tables](#).

Table 1.6 gives some insight into the types of items stolen in incidents of shoplifting. The 2017 CVS asked victims of shoplifting to name the most commonly stolen items over the year prior to interview, as well as the items stolen in the most recent incident of shoplifting. As in previous years, the most frequent category for both measures was “food or groceries” accounting for over a quarter of responses. Other common categories of items stolen in the Wholesale and retail sector included: clothing, alcohol, cosmetics, electrical or electronic equipment and parts, components or small equipment.

**Table 1.6: Items most commonly stolen in all shoplifting incidents and items stolen in the most recent shoplifting incident, Wholesale and retail sector, 2017 CVS**

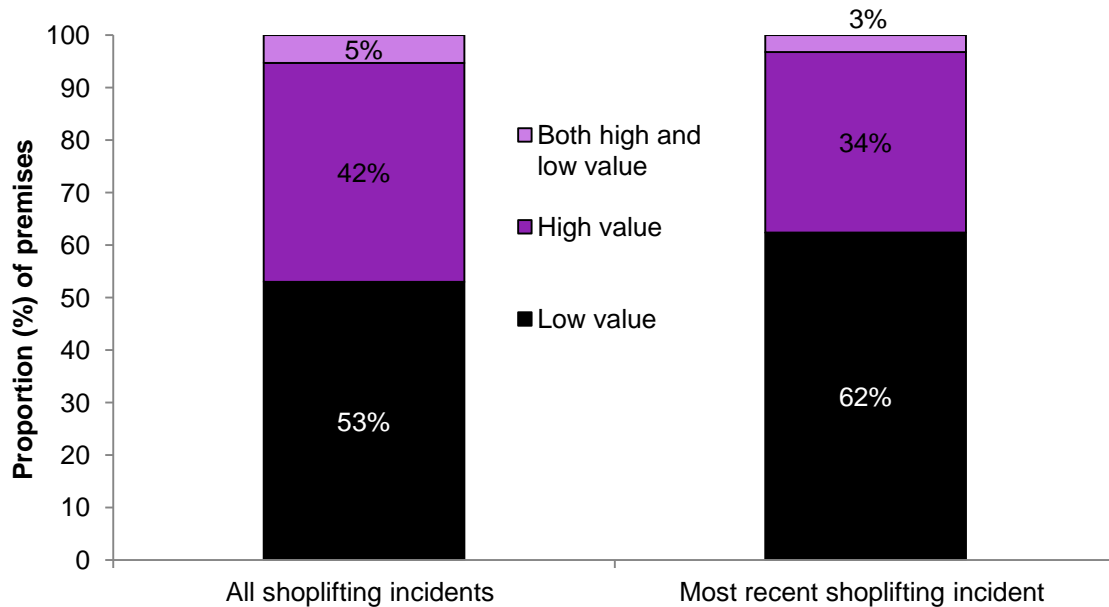
<b>Items</b>	<b>2017 CVS: items most commonly stolen in shoplifting</b>	<b>2017 CVS: items stolen in most recent shoplifting incident</b>
Food or groceries	30%	27%
Clothing	15%	13%
Alcohol	15%	7%
Cosmetics	12%	6%
Electrical or electronic equipment	9%	6%
Parts, components or small equipment	8%	7%
Money	6%	5%
Home accessories	4%	5%
Jewellery belonging to the business	4%	3%
Toiletries	3%	1%
Electronics toys/DVDs/toys/games	2%	2%
Fuel	2%	2%
Toys	2%	..
Tobacco	2%	0%
Glasses/spectacles	1%	1%
Watches belonging to the business	1%	2%
Personal possessions belonging to employees or customers	1%	0%
Giftware	1%	1%
<i>Unweighted base</i>	358	358

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table note: ‘..’ indicates that there were no respondents in the category shown.

Since 2016, the CVS has also included questions for respondents who said the most commonly stolen items in shoplifting incidents were food or grocery items. Respondents were asked whether the food or groceries typically stolen were high value luxury items (e.g. expensive cuts of meat), lower value day-to-day items (such as bread or milk) or a combination of these. Figure 1.7 shows that the majority of premises (53% for all incidents and 62% for the most recent incident) typically had low-value goods stolen in shoplifting incidents involving food and grocery items. However, last year saw a significantly higher proportion of premises reporting that they typically had low value goods stolen in shoplifting incidents involving food and grocery items (71% for all incidents and 80% for the most recent incident).

**Figure 1.7: Typical value of food and grocery items stolen in shoplifting incidents reported by victims, Wholesale and retail sector, 2017 CVS**



Unweighted base: 135 & 96 premises.

Source: Home Office, [2017 CVS Bulletin Tables](#).

Chart note: Percentages may not add up to 100% due to rounding.

Supermarkets experienced significantly higher incidence and prevalence rates for shoplifting, compared with the Wholesale and retail sector as a whole. As in previous years, in 2017 supermarkets experienced around 167,000 incidents of shoplifting per 1,000 premises, around 19 times higher than the rest of the Wholesale and retail sector which experienced just under 9,000 incidents per 1,000 premises. Similarly, 90% of supermarkets were victims of shoplifting, compared with 22% of all other Wholesale and retail premises, a statistically significant difference. The estimated proportion of supermarkets experiencing shoplifting has fluctuated in recent years, with a significant decrease between 2015 and 2016 (from 72% to 51%) and a significant increase in 2017 compared with 2016, now up to 90%.

Not all Wholesale and retail premises allow customers to freely access their premises, or trade in goods that can be easily concealed and carried off (e.g. businesses operating online, trading in large goods such as machinery, or trading over counters only), there is a common perception that every retailer will experience some customer theft, as users of the CVS tend to associate “retail crime” with theft from high street shops. As a result, some users of the CVS have queried whether previous estimates presented were in fact underestimates. In response to this, a question was added to the 2015 CVS, asking those premises that reported no customer theft why they felt this was the case. Of the respondents who confirmed that they had not experienced any customer theft in the 2017 CVS, the most common explanation given for why they had not experienced any shoplifting included: prevention of shoplifting by means of tight security controls (17%) and customers not visiting the premises (15%). Reasons such as no record being kept of customer thefts, trading in goods difficult to carry off and difficulty in assessing stock losses were also given by survey respondents. While many of these reasons add credibility to responses where no customer theft was reported, other reasons suggest that it is difficult to track shoplifting in some cases, so some respondents may indeed have said they did not experience customer theft, when in fact they may have unknowingly been a victim of theft.

## Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. In the 2017 CVS half of the respondents from the Wholesale and retail sector who said that they used computers at the premises were randomly selected to answer questions about their premises' experience of various types of online crime. In the Wholesale and retail sector, the majority (89%) of businesses said they used computers.

It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. To address this, the Home Office developed a fraud and cyber crime pilot survey to be carried out at the head office/enterprise level. This was launched in February 2017 but was not successful. Due to low response rates and data quality concerns, the pilot survey was not continued.

Although the 2017 CVS showed that the volume of incidents of online crime against businesses in the Wholesale and retail sector appeared to have decreased compared with the 2016 CVS, the online incidence rate was not statistically different. There were 233 incidents of online crime per 1,000 premises in 2017 (Table 1.7). Over two-fifths (45%) of these were related to computer viruses. This is compared with 787 incidents of online crime per 1,000 premises in 2016 and 176 per 1,000 premises in 2012, although none of the changes described are statistically significant, reflecting the degree of uncertainty associated with the relatively small sample sizes in each year.

**Table 1.7: Online crime experiences in the 12 months prior to interview, Wholesale and retail sector, 2017 CVS**

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	6	40	2	2	-
Phishing	1	4	1	1	-
Theft of money (online)	2	14	2	1	-
Theft of information (online)	..	..	0	0	-
Website vandalism	1	7	1	0	-
Computer virus	15	104	6	4	-
Other online crime	9	65	2	1	-
<b>ALL ONLINE CRIME</b>	<b>34</b>	<b>233</b>	<b>11</b>	<b>7</b>	<b>-</b>

*Unweighted base: 453 premises*

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- Columns related to victims may not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of online crime. Other columns may not sum exactly to the total shown due to rounding.
- '-' indicates that data are not reported because the unweighted base is fewer than 50 respondents.
- '..' indicates that there were no respondents in the category shown.

Computer viruses have been the most commonly experienced online crime every year, except for 2016. However, the number of online crime incidents involving computer viruses decreased from 96,000 incidents in the 2015 CVS to 13,000 in the 2016 CVS, a statistically significant fall, and has remained at a similar level in 2017, at 15,000 incidents. Although the 2016 CVS showed that the most commonly experienced online crime was all 'other' online crime, this figure was heavily skewed by one

respondent reporting a much higher number of incidents in this category compared to other respondents, bringing the figure to 107,000 incidents.

In terms of prevalence of online crime against the Wholesale and retail sector, a lower proportion (just below 0.5%) of premises experienced website vandalism in the last year, representing a statistically significant decrease compared with 2% in the 2016 CVS.

In contrast to findings from previous years, the number of online crime incidents per 1,000 premises was higher for premises with more employees (Table 1.8). This mirrors the pattern seen in more 'traditional' or acquisitive crimes such as burglary. Smaller businesses tend to spend less per year on IT security (Table 1.9 below).

**Table 1.8: Number of online crimes per 1,000 premises in the 12 months prior to interview, by premises size, Wholesale and retail sector, 2017 CVS**

Crime type	1-9 Employees	10-49 Employees	50+ Employees	All premises
Hacking	48	11	13	40
Phishing	6	0	0	4
Theft of money (online)	15	10	20	14
Theft of information (online)	0	0	0	0
Website vandalism	2	33	0	7
Computer virus	107	84	135	104
All other online crime	32	110	590	65
<b>ALL ONLINE CRIME</b>	<b>208</b>	<b>241</b>	<b>757</b>	<b>233</b>
<i>Unweighted base</i>	<i>244</i>	<i>111</i>	<i>98</i>	<i>453</i>

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- '.' indicates that there were no respondents in the category shown.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the [Home Office Counting Rules](#).

Table 1.9 combines data from the 2016 and 2017 CVS<sup>6</sup> to analyse data on IT security spend by business size. The sample size for larger businesses (50+ employees) was still below 50, even with the combined dataset, so data are not shown. However, comparable data for smaller business (1 to 9 employees) and medium-sized businesses (10 to 49 employees) shows that the median total annual spend on IT security in the Wholesale and retail sector is £100 per year for businesses with 1 to 9 employees and £1,000 for those with 10 to 49 employees. This is in line with previous year's findings, which have indicated an increase in IT security spend in line with business size.

<sup>6</sup> The 2016 and 2017 CVS data on annual IT security spend have been combined in order to present estimates broken down by business size. The unweighted bases in single years are too small to make estimates based on single survey years reliable.

**Table 1.9: Total amount of money spent per year on IT security, excluding staff time, by premises size, Wholesale and retail sector, 2016 and 2017 CVS**

	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Mean	£3,688	£4,932	-	£4,555
Median	£100	£1,000	-	£100
Maximum	£750,001	£100,000	-	£2,000,000
<i>Unweighted base</i>	281	70	46	397

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- A hyphen (-) indicates that the unweighted response respondent base is below 50 and the estimate is not shown.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).
- A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.

Businesses that experienced online crime had a lower mean average spend on IT security than businesses that did not experience online crime, but a higher median average spend. The maximum spend for businesses that did not experience online crime was £2,000,000, which may have skewed the mean average (Table 1.10).

**Table 1.10: Total amount of money spent per year on IT security, excluding staff time, by victimisation, wholesale & retail sector, 2016 and 2017 CVS**

	Premises that experienced online crime	Premises that did not experience online crime
Mean	£3,326	£4,721
Median	£376	£100
Maximum	£100,000	£2,000,000
<i>Unweighted base</i>	56	341

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by victimisation, as single years' data result in small respondent bases (fewer than 50 respondents).
- A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.

Looking at the types of IT security measures in place at Wholesale and retail premises (Table 1.11), most businesses of all sizes had anti-virus or anti-spam software and/or a firewall. Other IT security measures became more common as the business size increased; these include measures such as having a data security policy, restrictions on e-mail or internet use by staff, encryption software and restrictions on portable data storage devices. Across businesses of all sizes, relatively low proportions (one to five per cent) did not have any IT security measures in place.



**Table 1.11: Proportions of premises with IT security measures in place, by type of measure, Wholesale and retail sector, 2016 and 2017 CVS**

IT Security measures	1-9 Employees	10-49 Employees	50+ Employees	All W&R premises
Anti-virus or anti-spam software	82%	78%	86%	82%
Firewall	75%	75%	83%	75%
Data security policy	41%	65%	81%	47%
Restrictions on e-mail/web use	33%	51%	80%	38%
Encryption software	40%	46%	66%	42%
Restrictions on data storage devices	26%	45%	63%	31%
None	5%	2%	1%	5%
Don't know	5%	9%	8%	5%
Other	2%	3%	3%	2%
<i>Unweighted base</i>	<i>484</i>	<i>207</i>	<i>224</i>	<i>915</i>

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).

In addition to asking about businesses' experiences of online crime, the 2017 CVS also aimed to establish whether Wholesale and retail businesses conduct any amount of their trade online. On average, just over a third (35%) of Wholesale and retail businesses conducted some of their trade online. This proportion increased with business size, from 33% of premises with 1 to 9 employees to 40% of premises with 10 to 49 employees and 57% of premises with 50 or more employees.

Among those who said that they conduct some of their trade online, a small proportion of businesses (7%) said that all of their trade is conducted online, while 13% said that more than half of their trade takes place online. The majority of businesses said that either less than half of their trade takes place online (45%) or that trade infrequently occurs online (35%).

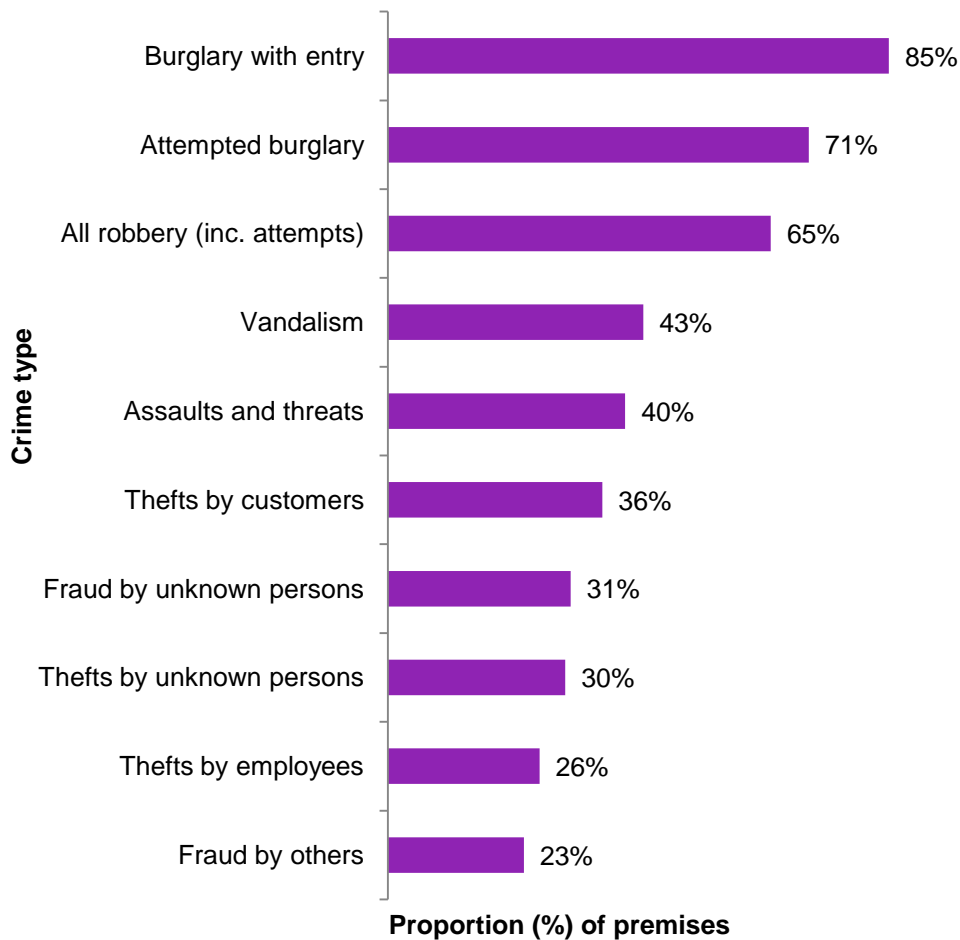
## Reporting rates

The 2017 CVS asked those respondents who had experienced crime in the past year whether they had reported the most recent incident of each crime type to the police. Comparisons of 2017 CVS reporting rates to previous CVS findings are shown in the [2017 CVS Comparison Tables](#). Comparisons should be treated with some caution given their variability year-on-year in many cases.

Where sample sizes were large enough to look at reporting rates for the Wholesale and retail sector, the CVS showed that reporting rates varied considerably by the type of offence (Figure 1.8).



**Figure 1.8: Proportion of premises that reported the latest incident to the police, for selected crime types, Wholesale and retail sector, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

Chart note: some categories are not shown due to having an unweighted base of fewer than 50 respondents.

As in previous years, the most recent incidents of burglary and attempted burglary were fairly well reported, with 85% of premises reporting incidents of burglary with entry and 71% reporting incidents of attempted burglary to police according to the 2017 CVS. The high reporting rates for these crime types are likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim and the perceived seriousness of these crimes. Robbery was also well reported with almost 2 thirds (65%) of victimised premises reporting the crime. Reporting rates were comparatively low for thefts by unknown persons (30%) and fraud by others (23%) presumably due to the fact that in most cases the perpetrator was unknown.

Theft by customers is also less well reported to the police compared with other crime types, with 36% of premises reporting this type of crime, similar to the 2012 CVS (41%). As mentioned in the shoplifting section of this chapter, a set of new questions were introduced to the 2016 CVS to understand businesses' general attitudes to reporting customer theft and whether there had been any changes to reporting practices in the 12 months prior to interview. These questions were introduced partly to understand the increase shown in recent years in the police recorded crime figure for shoplifting; shoplifting has increased from 308,326 offences in the year ending March 2012 to 369,721 in the year ending March 2017. One possible explanation could be increased reporting of the crime to the police, though this does not seem to be borne out by the CVS data. Since 2016, the CVS has asked premises what approach the business takes when it comes to reporting incidents of customer

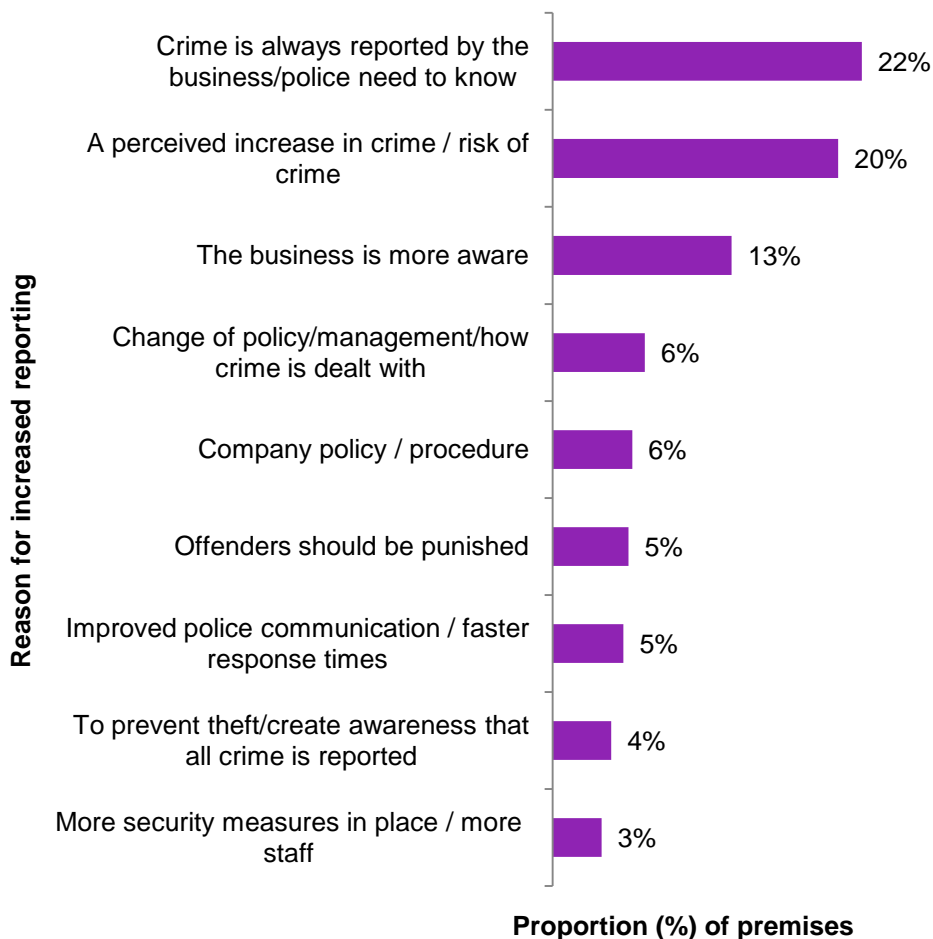
theft to the police. A half of premises (50%) said that all incidents of shoplifting were reported to the police and 40% said that it depended on the circumstances of the item stolen. The remainder (10%) said that they didn't report shoplifting to the police.

Of the business who said it depended on the circumstances, some of the most common factors that influenced whether a business reported an incident of shoplifting to the police included if a high value item was stolen (54% of premises gave this as a reason), if the incident involved violence towards staff (23%) and if the perpetrator was known (16%).

Looking at changes in reporting practices compared with the previous 12 months, the majority of businesses (60%) said that there had been no change in reporting shoplifting to police. Around a quarter (26%) of premises, however, said they were either a lot more likely or slightly more likely to report shoplifting and 14% said they were either less likely or much less likely to do so.

Figure 1.9 shows some of the most common reasons given by premises for their increased reporting of shoplifting compared with 12 months ago. A fifth (20%) said it was due to a perceived increase in crime or risk of crime.

**Figure 1.9 Most common reasons for why businesses have increased their reporting of shoplifting to the police, Wholesale and retail sector, 2017 CVS**



Unweighted base: 430 premises

Source: Home Office, [2017 CVS Bulletin Tables](#).

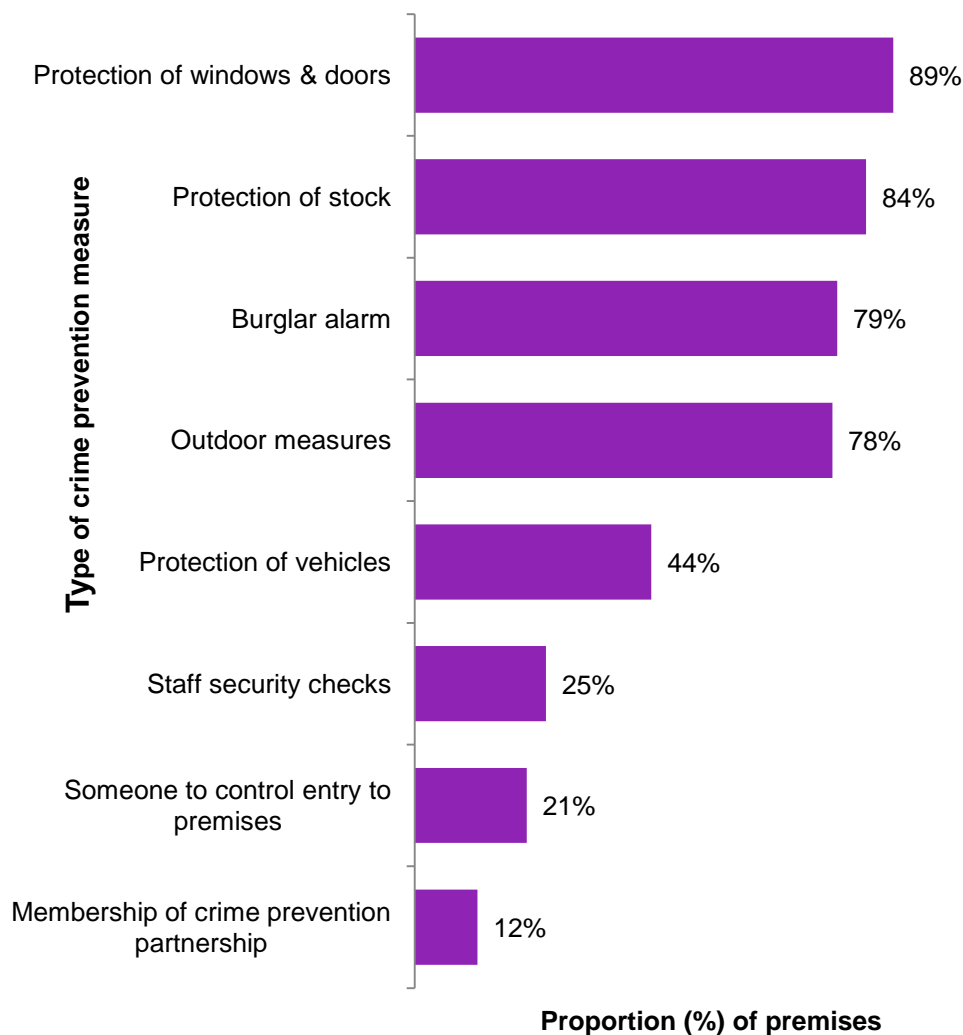
Chart notes: Premises could give more than one answer to this question. Only most common reasons reported in this chart.

### Crime prevention measures

The 2017 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. These questions were developed and improved in the 2016 survey, making them different to those used in the 2015 CVS and therefore it is not possible to make long-term comparisons (please see the [Technical Report](#) for further detail on the changes).

In the Wholesale and retail sector, the most common crime prevention measures installed at premises were protection of windows & doors (89% of premises), protection of stock (84%), burglar alarms (79%) and outdoor measures (78%). The latter typically included CCTV, security lighting and barbed wire fencing - to see a full list of measures please see the Introduction to this report. Figure 1.10 illustrates the other types of crime prevention measures covered by the CVS.

**Figure 1.10: Proportion of all premises that had crime prevention measures in place, Wholesale and retail sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

To see whether a particular crime prevention measure tends to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection measures

on doors and windows, and stock protection. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 1.12, and the figures are discussed in detail below.

**Table 1.12 Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, Wholesale and retail sector, 2017 CVS**

Crime prevention measure	Crime type	Proportion (%) of premises <i>without</i> the prevention measure that experienced the crime type <i>(with unweighted base)</i>	Proportion (%) of premises <i>with</i> the prevention measure that experienced the crime type <i>(with unweighted base)</i>
<b>Burglar alarm</b>	Burglary with entry	7 (90)	8 (450)
	Attempted burglary	6 (90)	7 (450)
<b>Protection on doors &amp; windows</b>	Burglary with entry	4 (63)	8 (509)
	Attempted burglary	5 (63)	6 (509)
	Vandalism	0 (63)	10 (509) *
<b>Protection of stock</b>	Burglary with entry	4 (74)	8 (488)
	Attempted burglary	5 (74)	7 (488)
	Theft by a customer	9 (74)	28 (488) *
	Theft by an employee	0 (74)	3 (488) *
	Theft by others	2 (74)	1 (488)
	Theft by unknown persons	0 (74)	9 (488) *
	All theft	11 (74)	31 (488) *
<b>Vehicle protection</b>	Theft of a vehicle	0 (315)	1 (246)
	Theft from a vehicle	0 (315)	5 (246) *
<b>Staff security checks</b>	Theft by an employee	1 (382)	6 (195) *
	Theft by unknown persons	5 (382)	13 (195) *
	Fraud by an employee	1 (382)	3 (195)
	Fraud by unknown persons	3 (382)	8 (195) *
<b>Outdoor measures</b>	Burglary with entry	8 (101)	7 (474)
	Attempted burglary	7 (101)	6 (474)
	Vandalism	8 (101)	9 (474)
	Theft of a vehicle	0 (101)	0 (474)
	Theft from a vehicle	0 (101)	2 (474)

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Asterisks (\*) indicate statistically significant differences between the 2 columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place only includes businesses that reported that they had installed the prevention measure outside of the CVS reference period, i.e. had the measure in place for more than 12 months. This was to get a truer picture of whether the prevention measure had been effective in preventing crime. Where the measure is grouped, e.g. protection on doors & windows,

businesses who reported at least one of the measures being installed outside of the CVS reference period are included in the analysis.

Table 1.12 shows that, for the Wholesale and retail sector in general, having a crime prevention measure was associated with a higher risk of victimisation. For example, the 2017 CVS showed:

- Protection on doors and windows: 10% of premises with the measure experienced vandalism while no premises without the measure experienced vandalism.
- Protection of stock measures: overall theft was experienced by 31% of premises with the measure compared with 11% of premises without the measure.
- Staff security measures: 13% of premises with the measure in place experienced theft by unknown persons compared with 5% of premises who had no staff security measures in place.

Very few of the measures were associated with a lower likelihood of victimisation and the differences were not statistically significant. This is in contrast to the pattern seen with household crime and security, where households with security measures in place are less likely to experience crime than households without security measures.<sup>7</sup>

One possible explanation for these findings is that premises that have a higher risk of being a victim of crime due to the nature of their business or their location may be more likely to install a measure as a result of the increased risk. For example, a retail supermarket or clothes retailer is at higher risk of theft (with 90% and 33% of premises respectively experiencing theft) compared with a wholesaler of motor vehicles and motorcycles (16%), presumably due to the nature of the goods sold and the goods being on display and more easily stolen. Looking at location, 26% of premises located in an urban area experienced shoplifting compared with 20% of premises located in a rural area.

When considering stock measures and theft another possible explanation for the finding may be related to business size; for instance, larger business premises (which are more likely to experience shoplifting – see sections above) were also more likely to use stock protection measures: 97% of premises with 50 or more employees, compared with 90% of those with 10 to 49 employees and 83% of those with 1 to 9 employees used such measures. To try to account for some of these factors, logistic regression modelling was carried out last year with victimisation (or not) as the dependent variable. However, given the rarity of some of the crime types described, theft was the only crime type that had a sufficient number of victims' cases to be included in the model (please see the [2016 Technical Annex](#) for more detail), although there is scope for development of this work in the future.

### Organised crime and victim intimidation

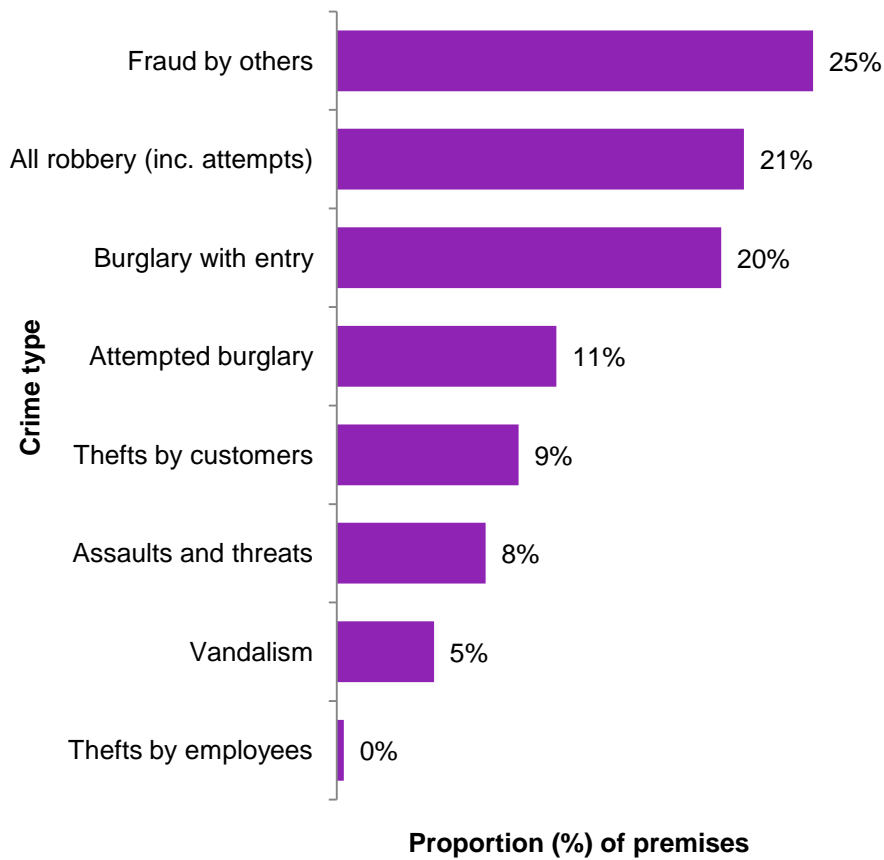
Organised crime is defined as serious crime planned, coordinated and conducted by people working together on a continuing basis ([National Crime Agency](#) definition). Focusing on the *most recent* incident of each crime type experienced in the 12 months prior to interview, respondents were asked whether they perceived it to have been committed by “an organised group of criminals”, a “loosely knit group”, or “someone working alone”. It is important to note the subjective nature of this question; any conclusions drawn about the prevalence of organised crime should be done so with caution. Figures on the proportion of respondents that thought the most recent incident was carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the [2017 CVS Headline Tables](#).

The crime types where victims most commonly believed that the most recent incident had been committed by an organised group of criminals were: fraud by others (25%), robbery (21%) and burglary with entry (20%). Figure 1.11 illustrates the proportions of respondents who perceived other crimes to have been carried out by an organised group of criminals.

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<sup>7</sup> See 'Property crime data tables: year ending March 2017', Office for National Statistics (ONS).

**Figure 1.11: Proportion of premises that perceived the most recent incident of crime to have been committed by an organised group of criminals, Wholesale and retail sector, 2017 CVS**

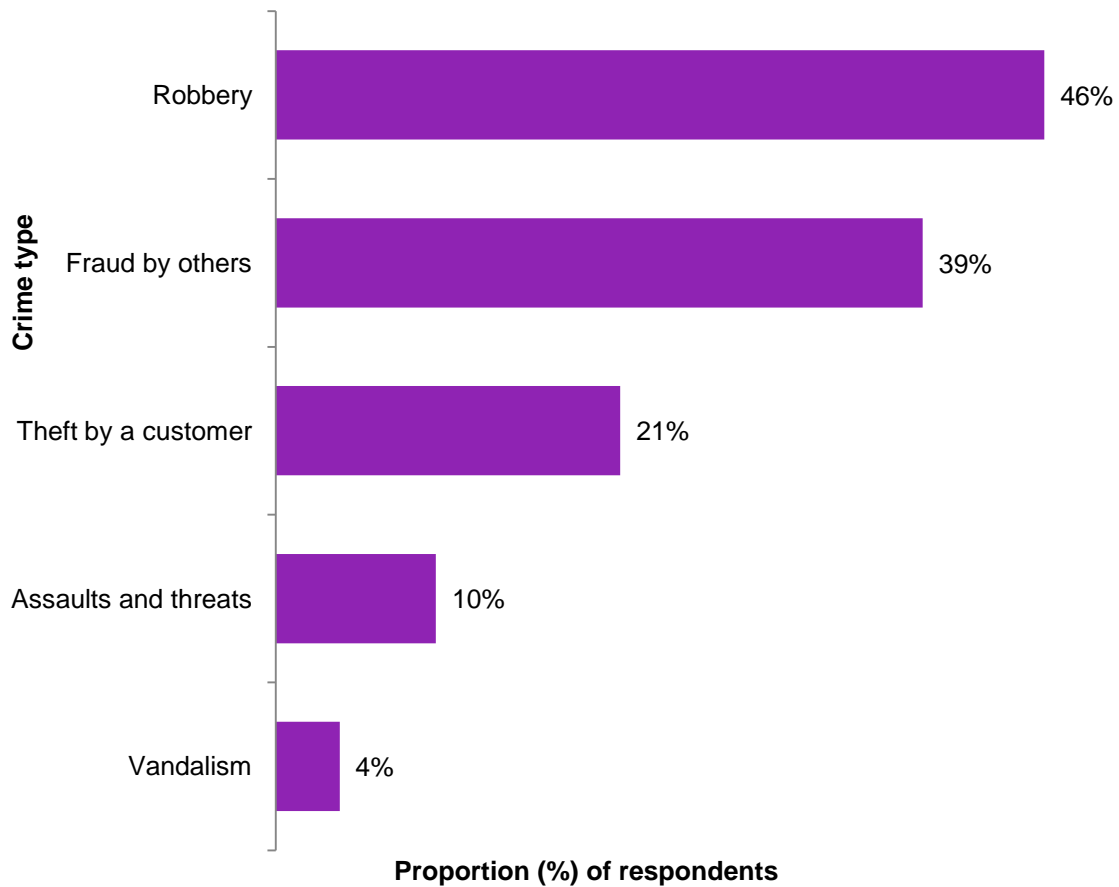


Source: Home Office, [2017 Headline Tables](#).

Chart note: Only those crime types with an unweighted base greater than 50 are shown.

A new question has been included since the 2016 CVS to understand the extent of organised crime. Premises that had experienced more than one incident of a crime type were asked whether they believed any of the crimes experienced (i.e. not just the most recent incident) had been carried out by an organised group of criminals. Figure 1.12 below shows that under half (45%) of respondents who had experienced more than one incident of robbery believed it to be organised crime. Conversely, only 4% of premises that had experienced vandalism thought that these incidents had been committed by an organised group.

**Figure 1.12: Proportion of respondents that thought any of the incidents they experienced were committed by an organised group of criminals, Wholesale and retail sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Chart note: Only those crime types with an unweighted base greater than 50 are shown. Remaining respondents gave either a 'no' or 'don't know' response.

The 2017 CVS also asked respondents about cases of victim intimidation, that is, experience of intimidation by the perpetrator or their family or friends following an incident of crime. Those respondents who indicated that they had experienced this were then asked in what way they had been intimidated.

For most crime types, the proportion of victims experiencing subsequent intimidation was low: 3% for burglary with entry and 2% for vandalism and customer theft. There were no reports of intimidation by victims of fraud by others. By contrast, 9% of assault or threat victims had been intimidated following the original incident.

### Comparison with 2002

A comparison between the Wholesale and retail sector in 2002 and 2012 was carried out for the [Crime against businesses: Detailed findings from the 2012 Commercial Victimisation Survey](#) report, published in June 2013. Analysis was based on a subset of the 2012 CVS data in order to make it directly comparable with the 2002 dataset (see the report for more details). The analysis showed there

were around 14.5 million fewer crimes against Wholesale and retail business premises in 2012 than in 2002 (down from around 21.5 million to around 8 million).

A further comparison of the more recent CVS sweeps (2012 to 2014) with the older sweeps (2002 and 1994 CVS) is provided in [Hopkins \(2016\)](#), which explores the long-term fall in business crime.

### Comparisons with other sources

It is useful to compare findings from different sources of data, such as the British Retail Consortium (BRC), the Association of Convenience Stores (ACS), the CVS, and police recorded crime statistics to gain a wider understanding of crime in England and Wales.

The [British Retail Consortium \(BRC\) Retail Crime Survey 2017](#) results show that theft by customers accounted for almost three-quarters of the cost of retail crime. This reflects the CVS finding that thefts are amongst the most common crime types experienced by the Wholesale and retail sector, although shoplifting in the BRC survey accounts for a higher proportion of all crime compared with the 2016 CVS (63%). The BRC report states that violence has doubled in a year and that, on average, across all retail employees, 13 individuals were injured every day of the year.

Although there are some similarities between the CVS and BRC results in terms of the crime types affecting the sector, the trends in crime sometimes differ between the 2 sources. The difference in trends may be due to differences in coverage and methodology between the sources. CVS results are based on wholesalers as well as retailers, whereas the BRC survey covers only retailers. In addition, the CVS is sampled at premises level, across businesses of all sizes, whereas the BRC samples respondents at head office level, targeting their members, which tend to be the largest retailers. Differences may therefore be due to the different target populations, incidents not being reported to head offices (for those retailers with head offices), or differences in recording practices at the premises and enterprise level. The time periods of the 2 surveys also differ, with the CVS being based on the 12 months prior to interview<sup>8</sup> while the BRC survey results are based on financial years.

The [2017 Association of Convenience Stores \(ACS\) report](#) was published in March 2018. Similar to the BRC and CVS, the ACS also reported that customer theft (or shop theft) continues to be one of the most prevalent crimes for retailers. Also supporting the BRC findings on increases in violence with injury, the ACS report states that the main thing retailers are most concerned about when dealing with crime is violence against staff.

The latest police recorded crime statistics [published by the Office for National Statistics](#) (ONS) showed annual increases in violent crime (both with and without injury) since 2012/13 (violence with injury up from 311,740 in 2012/13 to 466,141 in 2016/17 and violence without injury up from 232,466 in 2012/13 to 474,0342 in 2016/17). This supports the patterns highlighted by the BRC and ACS reports. CVS data on violence with injury are not available for comparison as numbers of respondents reporting such incidents are too low for robust analysis.

The latest police recorded crime statistics also show an increase in shoplifting. The number of shoplifting offences recorded by the police rose from 358,274 offences in the year ending December 2016 to 385,265 offences in the year to December 2017, an increase of 8%. However, the increase in the number of offences recorded by the police could be due to an increase in the proportion of shoplifting incidents that come to the attention of police, or changes to police recording practices. The 2017 CVS shows a slight decrease (although the change is not statistically significant) compared with the 2016 CVS in the reporting rate of the most recent incident of shoplifting (36% of premises reported the latest incident in 2017, compared with 40% in 2016). Data from the new question on changes in reporting shoplifting however show that over a quarter of premises have increased their reporting of shoplifting in the last year. This is supported by the fact that the police recorded crime figures are lower than those reported by the CVS.

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<sup>8</sup> Main stage interviews for the 2017 CVS took place between the 19<sup>th</sup> September and the 22<sup>nd</sup> December 2017. See the Technical Report for further detail.



### **Comparison with other sectors**

A comparison of the Wholesale and retail sector findings with findings from other sectors is given in [Chapter 5 - Crimes against businesses: A comparison of sectors from the 2012 to 2017 CVS](#).

# Crime against Agriculture, Forestry and Fishing premises

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## 2.0 KEY FINDINGS

- **Just over a quarter (27%) of business premises in the Agriculture, Forestry and Fishing sector experienced crime in 2017**, a similar proportion to 2013 (30%).
- **The sector experienced 113,000 crimes in the 2017 CVS, a similar level compared with 2013 (133,000 crimes)**. In 2017 there were 1,335 crimes per 1,000 premises in the Agriculture, Forestry and Fishing sector, a similar incidence rate to 2013 (1,475 incidents per 1,000 premises).
- **The most common crime type experienced by the Agriculture, Forestry and Fishing sector in 2017 was vandalism**. There were 37,000 incidents of vandalism in this sector, accounting for a third of all incidents.
- **Medium-sized businesses in this sector experienced a higher crime rate compared with larger and smaller businesses**. The fraud incidence rate against medium-sized businesses (10 to 49 employees) in this sector was around 11 times higher than larger-sized businesses (50+ employees) and around 7 times higher than smaller-sized businesses (1 to 9 employees).

## 2.1 INTRODUCTION

In the 2017 Commercial Victimisation Survey (CVS), 1,019 respondents from premises in the Agriculture, Forestry and Fishing sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. The 2017 CVS also collected information on areas such as online crime, organised crime, cost of crime, and reporting rates (to the police), livestock theft and chemical theft.

The Agriculture, Forestry and Fishing sector had previously been included in the 2013, 2014 and 2015 CVS. The relatively small sample size of the survey makes detecting changes between years difficult; therefore it is necessary to consider the long-term trend when considering changes over time. Comparisons with 2012 and 2015 figures, with results of statistical significance testing and confidence intervals, are presented in the [2017 CVS Comparison Tables](#). Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The majority of premises interviewed (87%, 780 premises) from the sector described farming as the main activity at the premises. Other activities included fishing, fish farming, forestry or logging and plant propagation.

Results for all CVS sectors are presented in [2017 CVS Headline tables](#). Please refer to the [Introduction](#) to this report for further information about the content of data tables accompanying the publication.

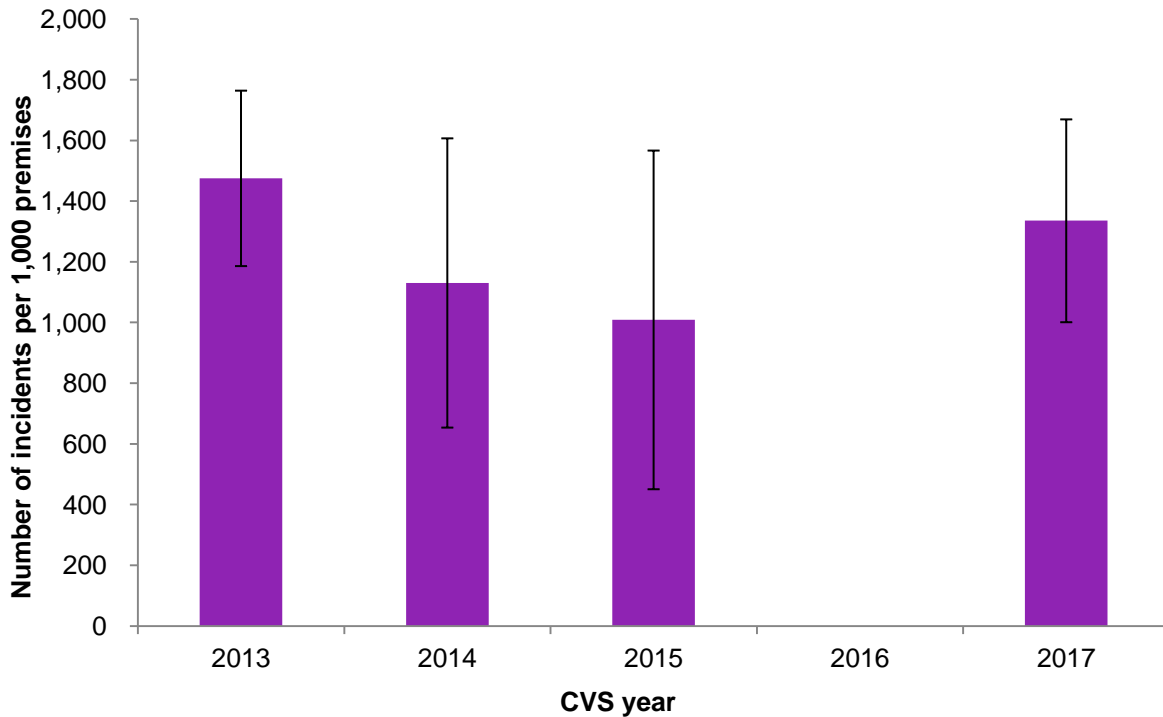
## 2.2 EXTENT OF CRIME AGAINST AGRICULTURE, FORESTRY AND FISHING PREMISES

### Trends in incidence rates and prevalence rates

Figure 2.1 shows the trend in the number of incidents of crime per 1,000 premises against the Agriculture, Forestry and Fishing sector in each year it had been surveyed since 2013. There have been no significant changes across the survey years. The incidence rate showed a non-statistically significant decrease between 2013 and 2015 (from 1,475 to 1,009 incidents per 1,000 premises) and a

non-statistically significant increase between 2015 and 2017 (up to 1,335 per 1,000 premises), back to a similar level as shown in 2013.

**Figure 2.1 Incidence rates, Agriculture, Forestry and Fishing sector, with 95% confidence intervals, 2013, 2014, 2015 and 2017 CVS**

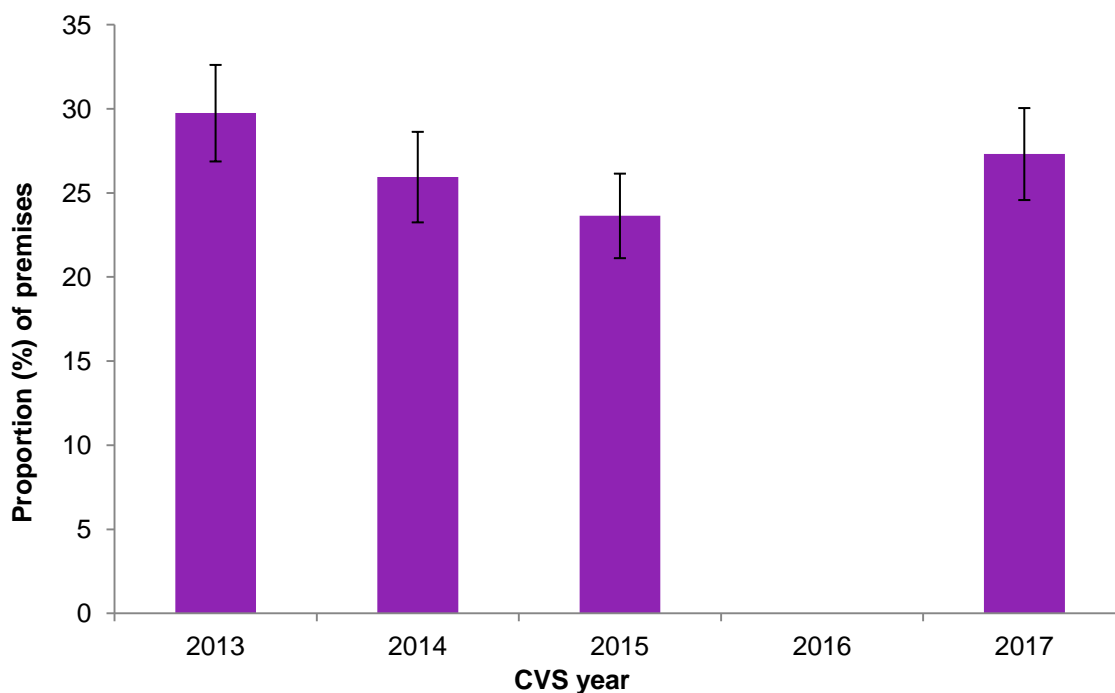


Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

Now looking at the trend in the proportion of premises in the Agriculture, Forestry and Fishing sector that experienced crime since 2013 (Figure 2.2), there was a statistically significant fall between 2013 and 2015 from just under a third (30%) in 2013 to around a quarter (24%) in 2015. The current increase in 2017 (up to 27%) was not statistically significant.

**Figure 2.2 Prevalence rates, Agriculture, Forestry and Fishing sector, with 95% confidence intervals, 2013, 2014, 2015 and 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

### Average number of incidents of crime per victim (premises)

According to the 2017 CVS, each victim of crime in the Agriculture, Forestry and Fishing sector experienced an average of 5 incidents in the 12 months prior to interview, which is the same figure as reported in the 2013 CVS and is one of the lowest rates across all sectors ever surveyed. See [Chapter 5](#) for further comparisons between other sectors.

Vandalism had the highest repeat victimisation rate (5 incidents per premises) of crime types reported in this sector. Due to small numbers of premises in the sector experiencing certain crime types, it is not possible to provide average number of incidents for all crime types.

### Changes in experience of crime by crime type

According to the 2017 CVS, there were 113,000 crimes against Agriculture, Forestry and Fishing premises in the year prior to interview (Table 2.1), a similar volume to 2013 (133,000 crimes). The types of crimes affecting the sector in 2017 have not changed since 2013; vandalism was the most common crime type experienced by this sector, accounting for a third (33%) of all incidents in 2017 (compared with 30% in 2013). Theft was the second most common crime type in 2017, which was attributed to a quarter (25%) of all incidents, again similar to 2013 (26%). Looking at changes in volumes of crime by crime type compared with 2013, there were no statistically significant differences.

In terms of prevalence, the 2017 CVS found that just over a quarter (27%) of businesses within the sector had experienced at least one crime in the previous 12 months, a similar proportion to 2013 (30%, Table 2.2). Premises were most likely to experience burglary (including attempts) in 2017 with

one in eight (12%) premises having experienced burglary. Although higher volumes of vandalism were reported in 2017 compared with burglary (37,000 compared with 18,000 respectively), a smaller proportion (8%) of premises had experienced this crime type, suggesting a relatively high repeat victimisation rate (5 incidents per premises). Prevalence rates for each crime type have remained similar since 2013 except for robbery (Table 2.2) which has shown a statistically significant increase in the proportion of premises experiencing robbery in 2017.

Repeat victimisation in 2017 also showed a similar picture to 2013, with victims of crime experiencing on average 5 incidents of crime, no change from 2013. Vandalism showed the highest rate of repeat victimisation in 2017 with victims experiencing on average 5 incidents, a similar rate to 2013 (4 incidents per victim). The only crime type to show a statistically significant change from 2013 was vehicle-related theft which increased from one to two incidents in 2017.

**Table 2.1: Experience of crime in the last 12 months, by crime type, Agriculture, Forestry and Fishing sector, 2017 CVS**

	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	18	216	10	12	2
Vandalism	37	437	7	8	5
All vehicle-related theft	6	73	3	4	2
All robbery (inc. attempts)	2	29	1	2	-
Assaults and threats	7	85	3	3	-
All theft	28	335	9	10	3
All fraud	14	161	3	3	-
<b>ALL A,F&amp;F CRIME</b>	<b>113</b>	<b>1,335</b>	<b>23</b>	<b>27</b>	<b>5</b>

Unweighted base: 1,019 premises

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes: A hyphen (-) indicates that the unweighted response respondent base is below 50 and the estimate is not shown.

**Table 2.2: Changes in crime, by crime type in the Agriculture, Forestry and Fishing sector, 2017 compared with 2013 CVS**

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing	Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	-71	-3	0
Vandalism	-7	-2	1
All vehicle-related theft	4	-1	0 *
All robbery (inc. attempts)	19	1 *	n/a
Assaults and threats	-78	-1	n/a
All theft	-53	1	-1
All fraud	46	0	n/a
<b>ALL A,F&amp;F CRIME</b>	<b>-140</b>	<b>-2</b>	<b>0</b>

Source: Home Office, [2017 CVS Headline Tables](#) and [2017 CVS Comparison Tables](#).

Table notes:

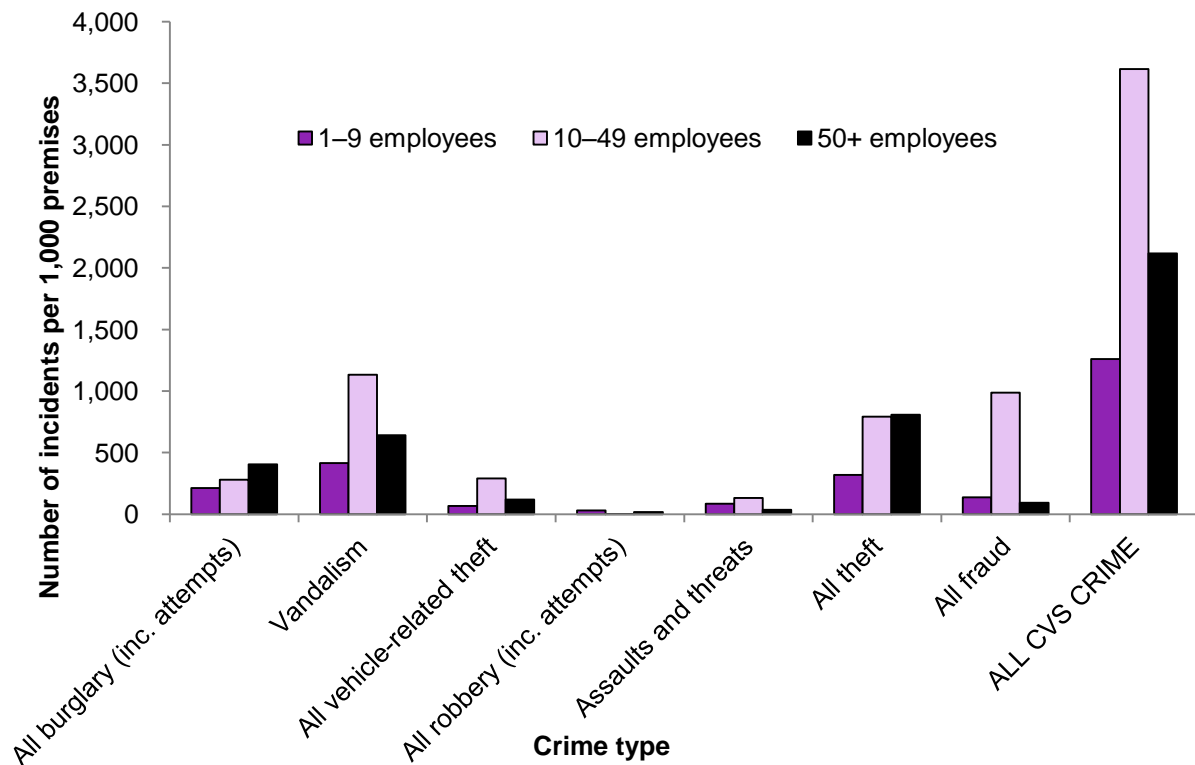
- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Statistically significant changes are highlighted in bold italics with asterisks (\*). Other changes are not significant.
- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.

### Incidence and prevalence rates by business size

As shown by Figure 2.3, premises' experience of crime was higher for premises with 10 to 49 employees (3,614 incidents per 1,000 premises) and 50+ employees (2,117 incidents per 1,000 premises) compared with premises with 1 to 9 employees (1,261 incidents per 1,000 premises), although the difference was not statistically significant for the comparison of businesses with 10 to 49 employees to businesses with 50+ employees.

Here the peak in crime against businesses with 10 to 49 employees appears to be largely driven by vandalism (1,133 incidents per 1,000 premises) and fraud (986 incidents per 1,000 premises).

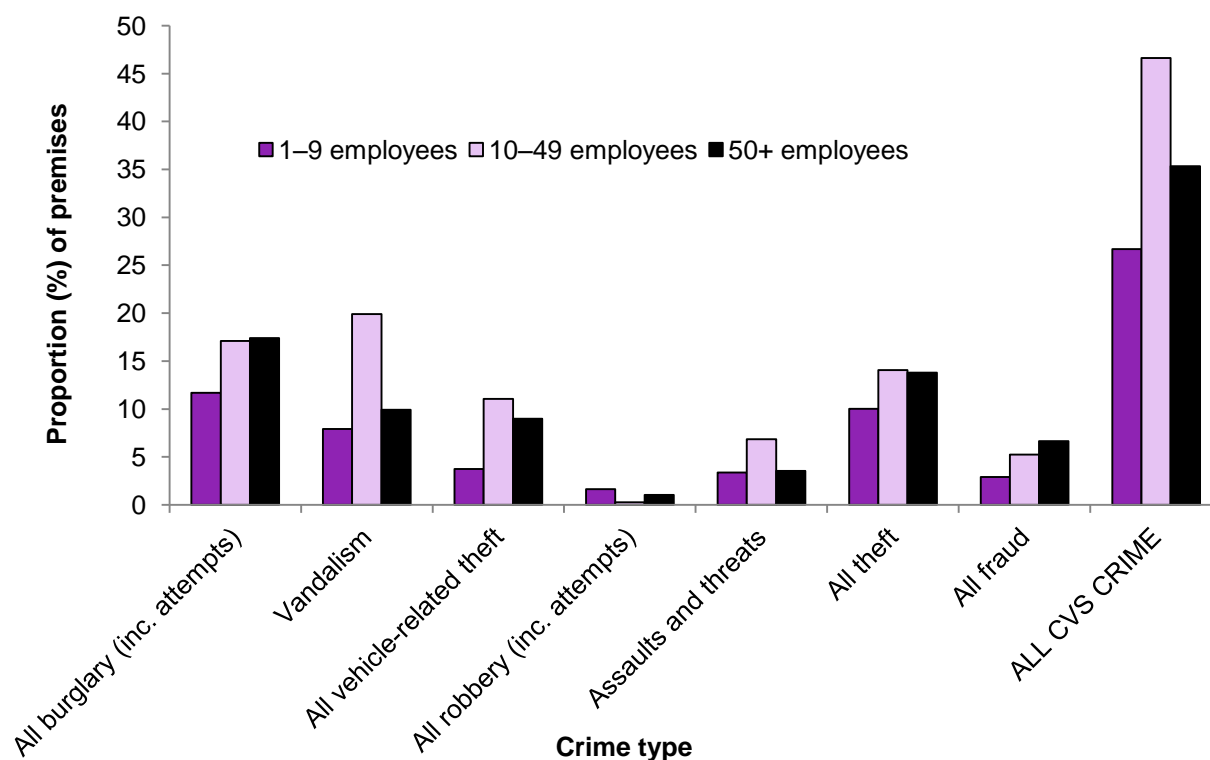
Figure 2.3: Number of incidents of crime per 1,000 premises experienced by the Agriculture, Forestry and Fishing sector in the last 12 months, by premises size, 2017 CVS



Source: Home Office, [2017 CVS Headline Tables](#).

Almost half (47%) of medium-sized businesses had experienced at least one crime in the last 12 months (see Figure 2.4), a much higher prevalence rate compared with larger businesses (35%) and smaller businesses (27%). Medium-sized businesses were much more likely to have experienced vandalism than smaller or larger-sized businesses. This was also true for overall CVS crime in this sector in the 2015 CVS, though then the main driver was in theft offences, which were significantly more prevalent in medium-sized businesses.

Figure 2.4: Proportion of Agriculture, Forestry and Fishing premises that experienced crime in the 12 months prior to interview, by crime type and premises size, 2017 CVS



Source: Home Office, [2017 CVS Headline Tables](#).

## 2.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, and organised crime.

### Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. Half of the respondents from the Agriculture, Forestry and Fishing sector who said that they used computers at the premises were randomly selected to represent the sector as a whole, and were asked about their premises' experience of various types of online crime. Online crime is not included within the main CVS crime count to avoid double-counting, as there may be some duplication between online crime and other crime types such as fraud.

Comparisons of online crime for this sector can only be made with the 2015 CVS as the online crime questions were not asked of this sector prior to the 2015 survey. In 2017, 82% of businesses in the Agriculture, Forestry and Fishing sector said they used computers.

It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. To address this, the Home Office and Ipsos MORI developed and carried out a pilot fraud and cyber crime survey of Head Offices in the Wholesale and retail and Finance and insurance sectors in an attempt to collect further data. Due to low response rates the survey will not be continued. See the Ipsos MORI report '[Commercial Victimization Survey, Head Office Feasibility Study: Pilot survey report](#)' for further information on this pilot survey.



The 2017 CVS estimates there were around 7,000 incidents of online crime against businesses in the Agriculture, Forestry and Fishing sector in the 12 months prior to interview, equivalent to 199 incidents per 1,000 premises (Table 2.3).

Computer viruses were involved in almost two-thirds (65%) of online crime incidents in this sector in 2017. For every 1,000 premises in the Agriculture, Forestry and Fishing sector there were 129 incidents of computer viruses, although the rate was still lower compared with 2015 when there were 247 incidents per 1,000 premises. Hacking had the second highest incidence rate of all the online crime types with 36 incidents per 1,000 premises.

In terms of prevalence, one in eight premises (12%) in the Agriculture, Forestry and Fishing sector experienced at least one incident of online crime, with premises most likely to have experienced a computer-virus-related incident (8%). Premises that were victims of online crime incidents experienced on average 2 incidents of online crime, further breakdowns are not available due to the small sample sizes.

**Table 2.3: Experiences of online crime in the last 12 months, Agriculture, Forestry and Fishing sector, 2017 CVS**

Crime type	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing
Hacking	1	36	1	2
Phishing	0	10	0	1
Theft of money (online)	0	10	0	1
Theft of information (online)	..	..	..	..
Website vandalism	0	4	0	0
Computer virus	4	129	3	8
Other online crime	0	13	0	1
<b>ALL ONLINE CRIME</b>	<b>7</b>	<b>199</b>	<b>4</b>	<b>12</b>

*Unweighted base: 451 premises (half sample of the CVS respondent base)*

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes:

- ‘..’ indicates that there were no respondents in the category shown.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the [Home Office Counting Rules](#).

Table 2.4 shows that the number of online crime incidents per 1,000 premises was highest for medium-sized businesses whilst smaller and larger businesses experienced a similar rate of online crime. Regardless of business size, computer virus related incidents were the most common type of online crime, followed by incidents of hacking.

**Table 2.4: Number of incidents of online crime per 1,000 premises by premises size, Agriculture, Forestry and Fishing sector, 2017 CVS**

	1-9 employees	10-49 employees	50+ employees
Hacking	33	93	45
Phishing	10	7	10
Theft of money (online)	10	0	17
Theft of information (online)	..	..	..
Website vandalism	0	39	16
Computer virus	125	233	107
Other online crime	14	0	7
<b>ALL ONLINE CRIME</b>	<b>193</b>	<b>353</b>	<b>198</b>
<i>Unweighted base</i>	<i>310</i>	<i>79</i>	<i>62</i>

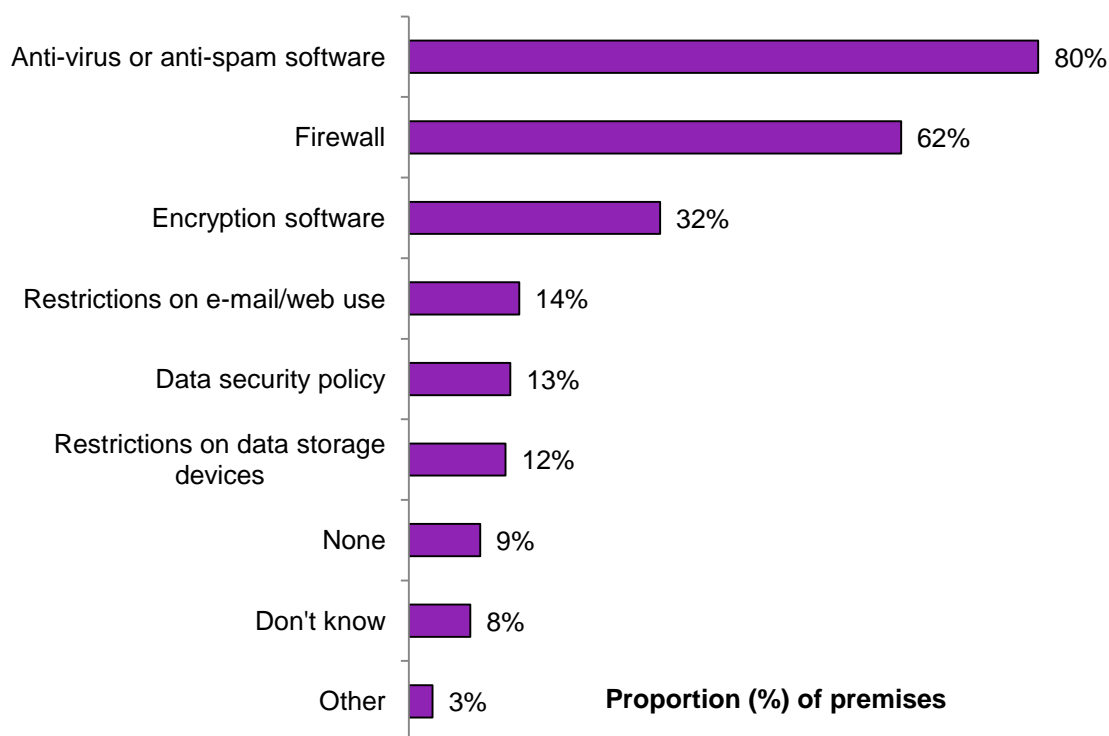
Source: Home Office, [2017 CVS Headline Tables](#) and 2017 CVS responses.

Table notes: '..' indicates that there were no respondents in the category shown.

It was not possible to analyse the median total annual spend on IT security in the Agriculture, Forestry and Fishing sector as the sample size was too small.

The type of IT security measures in place at Agriculture, Forestry and Fishing businesses are summarised in Figure 2.5. The most common measures reported were anti-virus or anti-spam software (80% of premises), followed by a firewall (62%), and encryption software (32%). Nine per cent of premises had no IT security measures in place.

**Figure 2.5: Proportion of premises that had IT security measures in place, by type of measure, Agriculture, Forestry and Fishing sector, 2016 and 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Chart notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).

## Reporting rates

The 2017 CVS asked those respondents in the Agriculture, Forestry and Fishing sector who had experienced crime in the past year whether the incident was reported to the police for the *most recent incident of each crime type experienced*. As only small numbers of Agriculture, Forestry and Fishing premises experienced certain crime types it is only possible to provide a reporting rate estimate for some of the offences (see [2017 CVS Headline Tables](#).)

According to the 2017 CVS, the crime most likely to be reported in this sector was burglary (including attempts) with over three-quarters (79%) of victims having reported the latest incident to the police. On the other hand, incidents of online crime were least likely to be reported to the police (14%).

Premises were asked for reasons why they had not reported a crime however the bases are too small to report here.

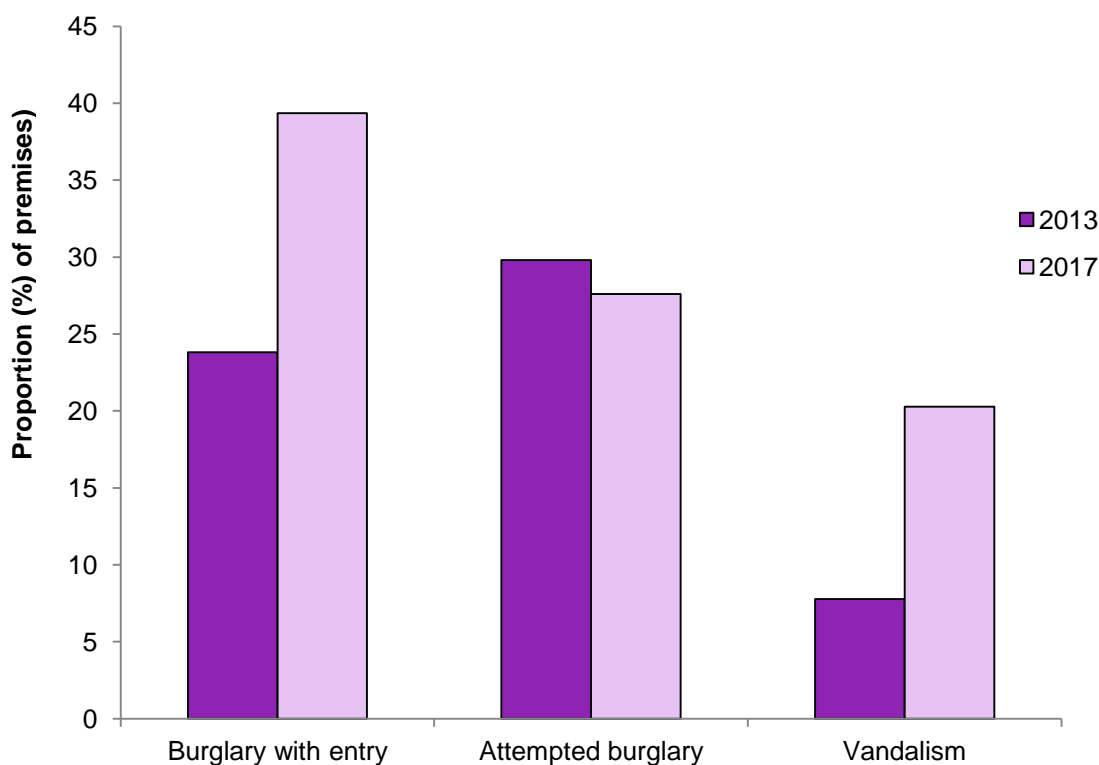
## Organised Crime

Organised crime is defined as serious crime planned, coordinated and conducted by people working together on a continuing basis ([National Crime Agency](#) definition). Focusing on the *most recent incident of each crime type experienced* in the 12 months prior to interview, respondents were asked whether they perceived it to have been committed by “an organised group of criminals”, a “loosely knit group”, or “someone working alone”. It is important to note the subjective nature of this question; any conclusions drawn about the prevalence of organised crime should be done so with caution. Figures

on the proportion of respondents that thought the most recent incident was carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the [2017 CVS Headline Tables](#).

Due to small numbers of Agriculture, Forestry and Fishing premises experiencing certain crime types, it is only possible to provide organised crime estimates for vandalism and burglary (including attempts). As shown in Figure 2.6, 39% of respondents in 2017 thought that the most recent incident of burglary with entry was carried out by an organised group of criminals, a statistically significant increase of 16 percentage points compared with 2013. A fifth (20%) of respondents believed that the most recent incident of vandalism was carried out by an organised group of criminals. Premises that had been victims of burglary cited other businesses in the area having experienced similar offences and the criminals having knowledge of the business area as the main reasons for suspecting organised crime (37% of premises and 22% of premises respectively.)

**Figure 2.6: Proportion of victims who thought the latest incident of each crime type they experienced involved an organised group of criminals, Agriculture, Forestry and Fishing sector, 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes: Only selected crime types are shown as the number of respondents did not allow for robust estimates in all cases.

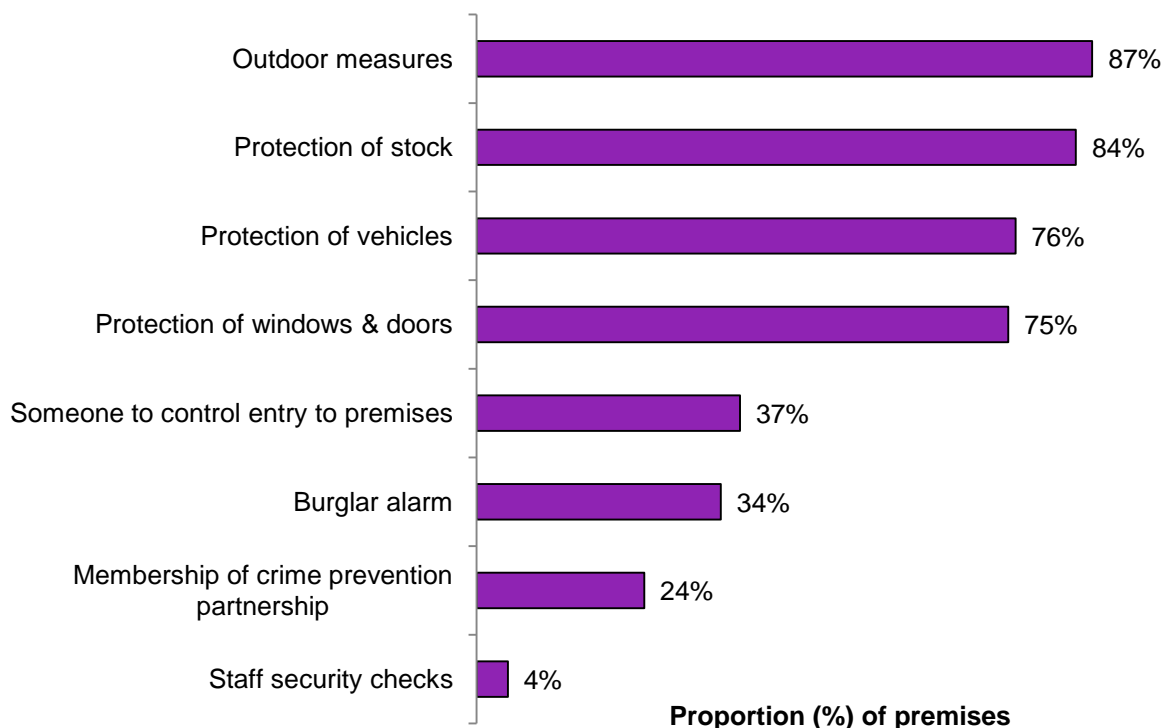
### Crime Prevention Measures

The 2017 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. The crime prevention questions were developed and improved for the 2016 CVS therefore comparisons made with data prior to 2016 should be done so with caution (please see the [2017 Technical Report](#) for further detail on the changes).

The most common crime prevention measures installed in the Agriculture, Forestry and Fishing sector were: outdoor measures (87% of premises) - these are measures such as security lighting, CCTV and barbed-wire fencing; protection of stock (84% of premises); protection of vehicles (76%); and

protection of windows and doors (75%) such as bar and grilles, shutters and window and door locks. The [Introduction](#) gives further details on the types of measures covered in the survey. Figure 2.7 illustrates the types of crime prevention measures covered by the CVS.

**Figure 2.7: Proportion of all premises that had crime prevention measures in place, Agriculture, Forestry and Fishing sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Previously when looking at the difference in victimisation rates between those who had a measure installed and those who did not, it was not possible to know which respondents had the measure installed for the full twelve-month reference period due to the question wording. To resolve this, the question was changed in the 2016 CVS to ask respondents whether a measure had been installed in the 12 months prior to interview, regardless of whether or not it was in response to a crime that took place. The changes to the questions in the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 2.5). For a summary of other question changes made to the crime prevention questions<sup>9</sup>, please see the [Technical Report](#).

To see whether a particular crime prevention measure tends to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures, stock protection, and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 2.5.

**Table 2.5: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, Agriculture, Forestry and Fishing sector, 2017 CVS**

Crime prevention measure	Crime type	Proportion (%) of premises <i>without</i> the prevention measure that experienced the crime type (with unweighted base)	Proportion (%) of premises <i>with</i> the prevention measure that experienced the crime type (with unweighted base)	
Burglar alarm	Burglary with entry	8 (295)	7 (229)	
	Attempted burglary	4 (295)	4 (229)	
Protection on doors & windows	Burglary with entry	10 (127)	9 (398)	
	Attempted burglary	4 (127)	4 (398)	
	Vandalism	8 (127)	9 (398)	
Protection of stock	Burglary with entry	4 (62)	11 (489)	
	Attempted burglary	4 (62)	5 (489)	
	Theft by a customer	0 (62)	2 (489)	*
	Theft by an employee	0 (62)	1 (489)	*
	Theft by others	0 (62)	1 (489)	*
	Theft by unknown persons	8 (62)	9 (489)	
	<b>All theft</b>	<b>8 (62)</b>	<b>12 (489)</b>	
Vehicle protection	Theft of a vehicle	0 (103)	4 (424)	*
	Theft from a vehicle	0 (103)	5 (424)	*
Staff security checks	Theft by an employee	1 (504)	0 (55)	*
	Theft by unknown persons	9 (504)	7 (55)	
	Fraud by an employee	0 (504)	0 (55)	
	Fraud by unknown persons	3 (504)	2 (55)	
Outdoor measures	Burglary with entry	4 (60)	9 (465)	
	Attempted burglary	2 (60)	5 (465)	
	Vandalism	9 (60)	8 (465)	
	Theft of a vehicle	2 (60)	2 (465)	
	Theft from a vehicle	0 (60)	2 (465)	*

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Asterisks (\*) indicate statistically significant differences between the 2 columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place only includes businesses that reported that they had installed the prevention measure outside of the CVS reference period, i.e. had the measure in place for more than 12 months. This was to get a truer picture of whether the prevention measure had been effective in preventing crime.

Table 2.5 shows that for the majority of the selected crime types in the Agriculture, Forestry and Fishing sector, having a prevention measure in place made no difference to the likelihood of victimisation. Where there was a difference, having a crime prevention measure was associated with a *higher* risk of victimisation (except for premises that carried out staff security checks, they showed a lower prevalence rate for theft by an employee).

One possible explanation for these findings is that premises who have a higher risk of being a victim of crime (for example, due to the nature or size of their business or their location) may be more likely to install a measure as a result of the increased risk but the measure does not fully mitigate the risk.

### Experience of livestock, fuel, metal and chemical theft

Premises in the Agriculture, Forestry and Fishing sector were asked about their experiences of theft of livestock, metal, chemical and fuel.

The 2017 CVS found that 7% of premises had experienced metal theft, a statistically significant decrease from 2013 (10%). The proportion of premises experiencing fuel theft also saw a statistically significant fall from 7% in 2013 to 4% in 2017.

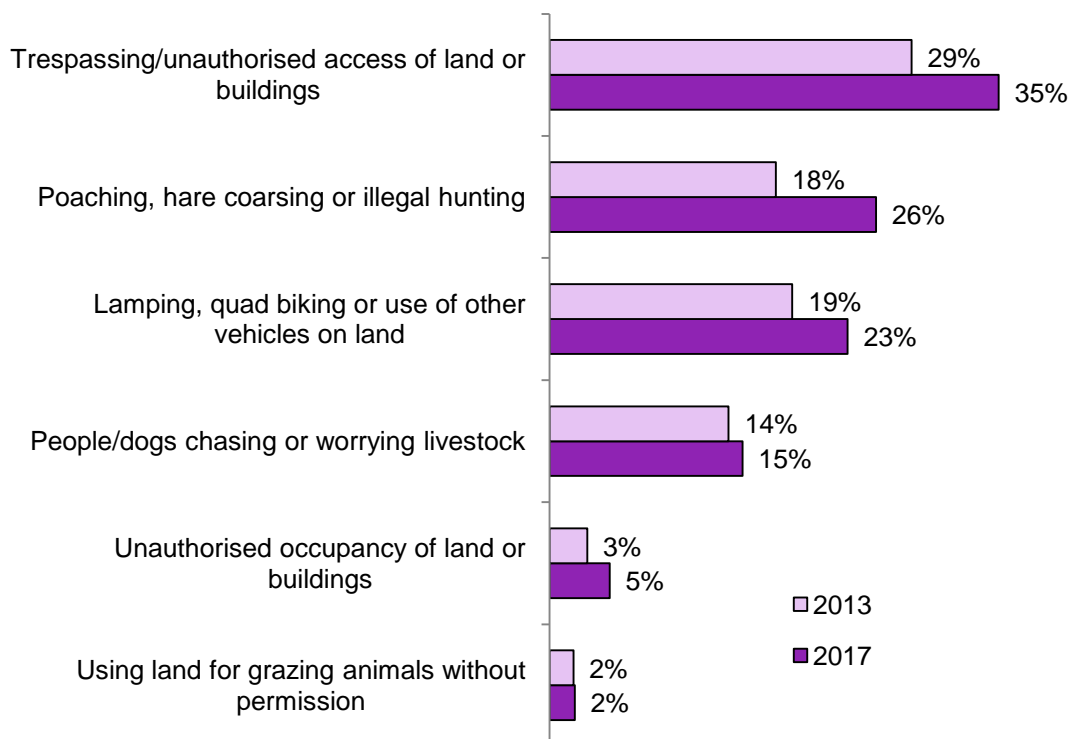
A very small proportion (2%) of premises experienced livestock theft in 2017, similar to 2013 (4%). A very small proportion of premises experienced chemical theft in both 2013 and 2017 (less than one per cent of premises in each year).

### Anti-social behaviour

Premises in the Agriculture, Forestry and Fishing sector were asked about their experience of anti-social behaviour (ASB) specific to their sector within the previous 12 months.

The 2017 CVS found that the most common type of ASB experienced by premises in the Agriculture, Forestry and Fishing sector was ‘trespassing/unauthorised access of land or buildings’, with over a third (35%) of businesses having experienced this type of ASB. Around a quarter of premises (26%) had experienced ‘poaching, hare coursing or illegal hunting’ and a similar proportion (23%) had experienced ‘lamping, quad biking or use of other vehicles on land’. Although there appear to have been increases in the proportion of premises experiencing each type of agriculture-related ASB compared with 2013, none of the increases were statistically significant.

**Figure 2.8: Proportion of businesses that experienced agriculture-related ASB, by type of ASB, Agriculture, Forestry and Fishing sector, 2013 and 2017 CVS**



### Comparison with other sources

The most recent release of the National Farmers' Union annual Rural Crime Report<sup>10</sup> covers crime in the Agriculture, Forestry and Fishing sector for 2016 and uses claims data from NFU Mutual, the largest rural insurance provider. The key finding from the report was that the overall cost of rural crime to the UK in 2016 was £39.2m, a fall of 4.3% compared with the previous year although this did vary by type of crime and region.

The report highlighted some emerging trends such as ongoing livestock theft, with farmers concerned that the stock is being stolen for processing outside of regulated abattoirs. Tractors continued to be a target for thieves, particularly smaller and older ones which are thought to be targeted by organised gangs for export to developing countries.

Looking at the types of items stolen, the most commonly stolen items in 2016, according to the NFU survey, were ATVs<sup>11</sup>/quad bikes. On the other hand, the 2017 CVS found that quad bikes were stolen in 6% of the most recent incidents of burglary in the Agriculture, Forestry and Fishing sector, although this might not be typical of most incidents. Parts, components or small pieces of equipment were stolen in around two-fifths (42%) of the most recent incidents of burglary.

### Comparison with other sectors

Further comparison of the findings from the Agriculture, Forestry and Fishing sector with the other sectors surveyed by the CVS in 2012 to 2017 is given in [Chapter 5](#).

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<sup>10</sup> [https://www.nfumutual.co.uk/globalassets/farming/rural-crime/nfu\\_mutual\\_rural\\_report.pdf](https://www.nfumutual.co.uk/globalassets/farming/rural-crime/nfu_mutual_rural_report.pdf)

<sup>11</sup> All terrain vehicles.



# Crime against Arts, entertainment and recreation premises

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## 3.0 KEY FINDINGS

- **Just over a third (34%) of businesses in the Arts, entertainment and recreation sector experienced crime in 2017**, a statistically significant decrease from 2013 (45%).
- **The most common crime type experienced was assaults and threats.** There were 44,000 incidents of assaults and threats in this sector in 2017, the same level as in 2013.
- **Larger-sized businesses in this sector experienced a higher crime rate compared with medium and smaller businesses.** The assaults and threats incidence rate against larger-sized businesses (50+ employees) in this sector was around 7 times higher than medium-sized businesses (10 to 49 employees) and around 16 times higher than smaller-sized businesses (1 to 9 employees).

## 3.1 INTRODUCTION

In the 2017 Commercial Victimisation Survey (CVS), 964 respondents from premises in the Arts, entertainment and recreation sector were asked if they had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. The 2017 CVS also collected information on areas such as online crime, organised crime, cost of crime and reporting rates (to the police).

This sector has previously been included in the 2013 CVS. Changes in crime against this sector between 2013 and 2017 are examined. The relatively small sample size of the survey makes detecting changes between years difficult; therefore, caution should be taken when considering the differences between the 2013 and 2017 surveys. Comparisons, with results of statistical significance testing and confidence intervals, are presented in the [2017 CVS Comparison Tables](#). Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The majority of premises interviewed from the Arts, entertainment and recreation sector described the main activity at the premises as a sporting facility (21%, 319 premises) or other (42%, 301 premises). Other activities included gambling or betting, gym, fitness or other health club or performing arts (e.g. theatre, dance, music or other stage productions).

Results for all CVS sectors, including the Arts, entertainment and recreation sector, are presented in the [2017 CVS Headline Tables](#). Please refer to the Introduction to this report for further information about the content of data tables accompanying the publication.

## 3.2 EXTENT OF CRIME AGAINST ARTS, ENTERTAINMENT AND RECREATION PREMISES

According to the 2017 CVS, there were an estimated 134,000 crimes against Arts, entertainment and recreation premises in the year prior to interview (Table 3.1), affecting 16,000 businesses or 34% of all businesses within the sector. Premises that were victims of at least one crime experienced on average 8 incidents per year.

Assaults and threats was the most common crime type experienced, accounting for a third (33%) of all incidents, followed by vandalism that accounted for almost a quarter (23%). Vehicle-related theft and

robbery were the crime types least likely to affect the sector in 2017, each accounting for 1% of all crimes experienced. Although assaults and threats was the most common crime type against the sector, only 9% of premises had experienced this crime type, indicating a high repeat victimisation rate (10 per premises).

**Table 3.1: Experience of crime in the last 12 months, Arts, entertainment and recreation sector, 2017 CVS**

	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	13	269	5	11	2
Vandalism	30	622	7	14	5
All vehicle-related theft	1	22	1	2	-
All robbery (inc. attempts)	2	37	1	1	-
Assaults and threats	44	907	4	9	10
All theft	27	564	6	12	5
All fraud	16	334	2	5	7
<b>ALL CVS CRIME</b>	<b>134</b>	<b>2,755</b>	<b>16</b>	<b>34</b>	<b>8</b>

*Unweighted base: 964 premises*

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes: A hyphen (-) indicates that the unweighted response respondent base is below 50 and the estimate is not shown.

Table 3.2 below shows changes in crime types compared with 2013, the last time the sector was included in the survey. There were significant decreases in the incidence and prevalence of overall crime from 2013 to 2017. The decrease in incidence is seen only in vandalism, while the decrease in prevalence appears to be driven by various forms of crime. The average number of crimes experienced by each victim remains flat. The only type of crime with a significant increase in average number of incidents is burglary.

**Table 3.2: Changes in crime in the Arts, entertainment and recreation sector, 2017 compared with 2013 CVS**

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing	Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	-364	-5 *	-1 *
Vandalism	-454 *	-6 *	-1
All vehicle-related theft	4	0	-
All robbery (inc. attempts)	24	1	-
Assaults and threats	-137	-3 *	2
All theft	-741	-6 *	-3
All fraud	-238	-2	-1
<b>ALL CRIME</b>	<b>-1906 *</b>	<b>-11 *</b>	<b>-2</b>

Source: Home Office, [2017 CVS Headline Tables](#) and [2017 CVS Comparison Tables](#).

Table notes: A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown.

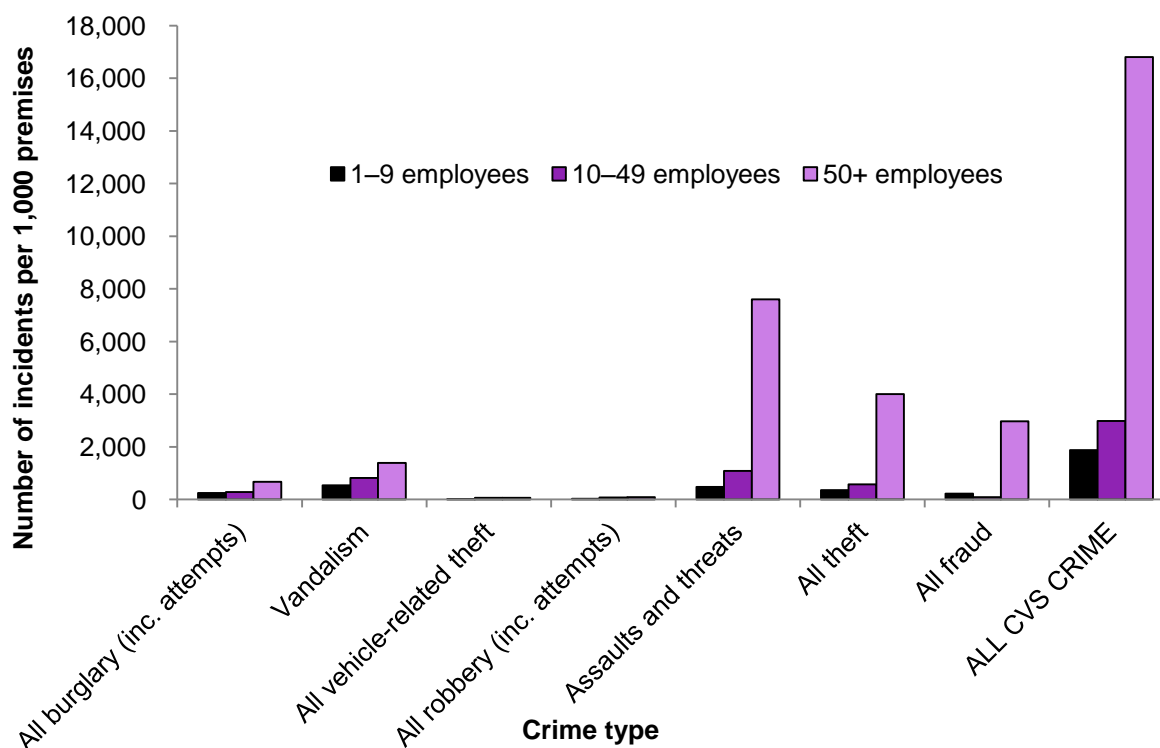
Given the high levels of assaults and threats experienced by this sector, further analyses on the nature of this crime type in 2017 was conducted. Very few of these incidents involved an offender with a knife (2%) or a firearm (1%). Almost one in ten (9%) of these incidents involved an offender with any other weapon. Employees were physically injured in 5% of these incidents. In 3% of incidents, the respondent thought the assault or threat was racially or religiously motivated. In terms of the type of incident, the majority involved threat from a customer (65%) and a third (355) involved assault by a customer.

### Incidence and prevalence rates by business size

As shown by Figure 3.1, the experience of crime was higher for larger premises. Those with 50+ employees experienced by far the most crime (16,806 incidents per 1,000 premises) compared with premises with 10 to 49 employees (2,988 incidents per 1,000 premises) and premises with 1 to 9 employees (1,881 incidents per 1,000 premises).

The peak in crime against businesses with 50+ employees appears to have been largely driven by assaults and threats (7,609 incidents per 1,000 premises), as well as theft (4,005 incidents per 1,000 premises) and fraud (2,971 incidents per 1,000 premises).

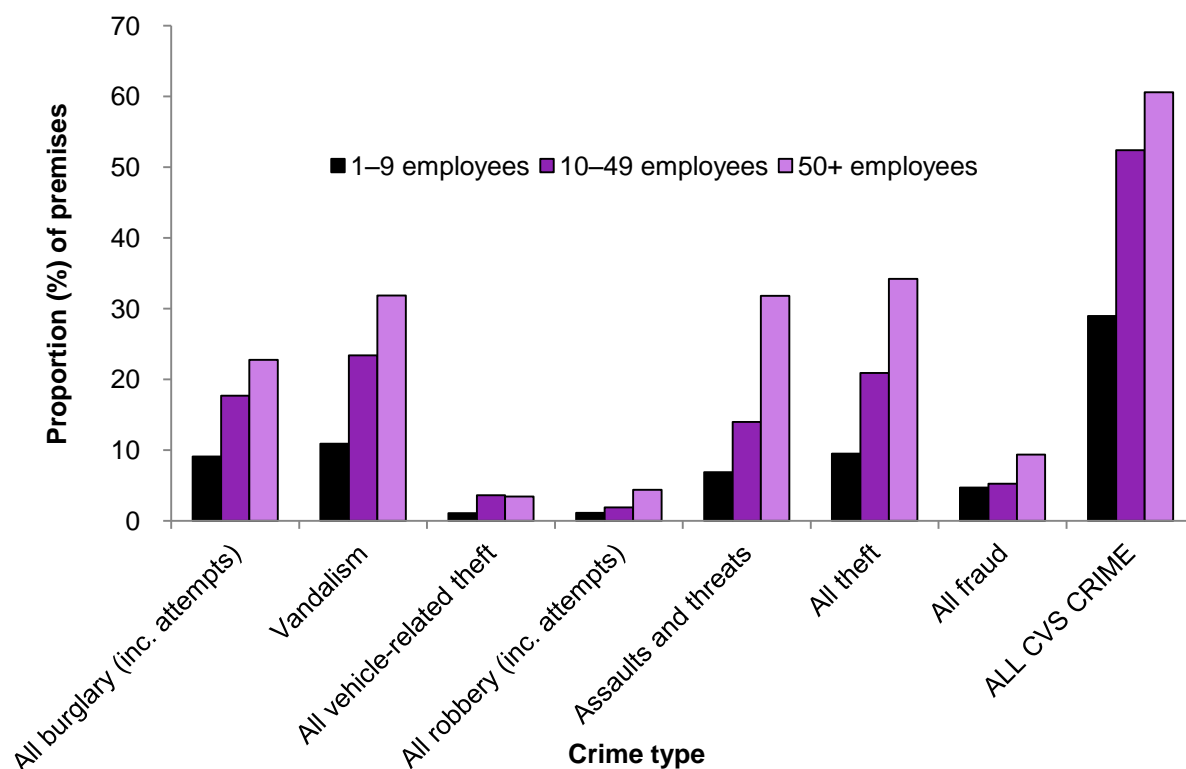
Figure 3.1: Number of incidents of crime per 1,000 premises experienced by the Arts, entertainment and recreation sector in the last 12 months, by premises size, 2017 CVS



Source: Home Office, [2017 CVS Headline Tables](#).

Almost two-thirds (61%) of larger businesses had experienced at least one crime, of the crime types covered by the survey, in the last 12 months (see Figure 3.2), a higher prevalence rate compared with medium businesses (52%) and particularly smaller businesses (29%). Larger-sized businesses were much more likely to have experienced assaults and threats than both smaller or medium-sized businesses.

**Figure 3.2: Proportion of Arts, entertainment and recreation premises that experienced crime in the 12 months prior to interview, by crime type and premises size, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

### Average number of incidents of crime per victim (premises)

According to the 2017 CVS, each victim of crime in the Arts, entertainment and recreation sector experienced an average of 8 incidents in the 12 months prior to interview. See [Chapter 5](#) for comparisons between other sectors.

Assaults and threats had the highest repeat victimisation rate (10 incidents per premises) of crime types reported in this sector. Due to small numbers of premises in the sector experiencing certain crime types, it is not possible to provide average number of incidents for all crime types.

### 3.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, and organised crime.

#### Online crime

Online crime covers a range of crime types carried out over computer networks. The Introduction gives further details on the types of online crime covered in the survey. Half of the respondents from the Arts, entertainment and recreation sector who said that they used computers at the premises were randomly selected to represent the sector as a whole and were asked about their premises' experience of various types of online crime. Comparisons of online crime for this sector cannot be made with the 2013 CVS as the online crime questions were not included prior to the 2015 survey. In 2017, 93% of businesses in the Arts, entertainment and recreation sector said they used computers.

The 2017 CVS estimates there were just over 5,000 incidents of online crime against businesses in the Arts, entertainment and recreation sector in the 12 months prior to interview, equivalent to 234 incidents per 1,000 premises. This is not statistically significantly different from the 2013 CVS, when there were 12,000 incidents of online crime and 285 incidents per 1,000 premises.

Computer viruses were involved in just under half (46%) of online crime incidents in this sector in 2017. For every 1,000 premises in the Arts, entertainment and recreation sector there were 107 incidents of computer viruses. Hacking had the second highest incidence rate of all the online crime types with 51 incidents per 1,000 premises. Hacking was involved in 22% of online crime incidents in this sector in 2017.

In terms of prevalence, around one in ten premises (11%) in the Arts, entertainment and recreation sector experienced online crime. Premises were most likely to have experienced a computer-virus-related incident (7%). Premises that were victims of online crime incidents experienced on average 2 incidents of online crime. Compared with 2013, there was a significant reduction in prevalence of overall online crime (16%) and in website vandalism, which reduced from 6% to 1%.

**Table 3.3: Experiences of online crime in the last 12 months, Arts, entertainment and recreation sector, 2017 CVS**

Crime type	Number of incidents (000s)	Number of incidents of crime per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing
Hacking	1	51	0	2
Phishing	0	1	0	0
Theft of money (online)	0	5	0	0
Theft of information (online)	0	2	0	0
Website vandalism	0	18	0	1
Computer virus	2	107	2	7
Other online crime	1	51	0	1
<b>ALL ONLINE CRIME</b>	<b>5</b>	<b>234</b>	<b>3</b>	<b>11</b>

*Unweighted base: 451 premises (half sample of the CVS respondent base)*

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes:

- Columns related to victims do not sum to the totals shown for all online crime. This is because premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the [Home Office Counting Rules](#).

The number of online crime incidents per 1,000 premises was highest for premises with more employees (Table 3.4). The types of online crime affecting businesses varied depending on the business size. Businesses with 50 or more employees had a much lower rate of hacking and, particularly, website vandalism than the other 2 business sizes, but a substantially higher rate of 'other online crime'. For premises with 1 to 9 and 10 to 49 employees, the number of incidents of online crime was largely made up of website vandalism, computer viruses and hacking. Businesses with 10 to 49 employees had a higher rate of theft of money online incidents than the other 2 business sizes.

**Table 3.4: Number of incidents of online crime per 1,000 premises by premises size, Arts, entertainment and recreation sector, 2017 CVS**

	1-9 employees	10-49 employees	50+ employees
Hacking	54	46	32
Phishing	2	0	0
Theft of money (online)	2	22	0
Theft of information (online)	0	9	14
Website vandalism	220	147	16
Computer virus	91	199	100
Other online crime	19	0	674
<b>ALL ONLINE CRIME</b>	<b>179</b>	<b>320</b>	<b>833</b>
<i>Unweighted base</i>	<i>216</i>	<i>131</i>	<i>121</i>

Source: Home Office, [2017 CVS Headline Tables](#) and 2017 CVS responses.

Table notes:

- '.' indicates that there were no respondents in the category shown.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the [Home Office Counting Rules](#).

The median total annual spend on IT security in the Arts, entertainment and recreation sector is summarised in Table 3.5. The median average is £80 per year for businesses with 1 to 9 employees and £250 for those with 10 to 49 employees. The maximum spend for premises with 10 to 49 employees is far lower than the that for smaller businesses. The overall median spend of £100 per Arts, entertainment and recreation premises is lower than the median spend in 2013 (£200).

**Table 3.5: Total amount of money spent per year on IT security, excluding staff time, by premises size, Arts, entertainment and recreation sector, 2017 CVS**

	1-9 Employees	10-49 Employees	50+ Employees	All premises
Mean	£734	£1,590	-	£1,005
Median	£80	£250	-	£100
Maximum	£100,000	£20,000	-	£100,000
<i>Unweighted base</i>	<i>98</i>	<i>50</i>	<i>29</i>	<i>177</i>

Source: Home Office, [2017 CVS Bulletin Tables](#).

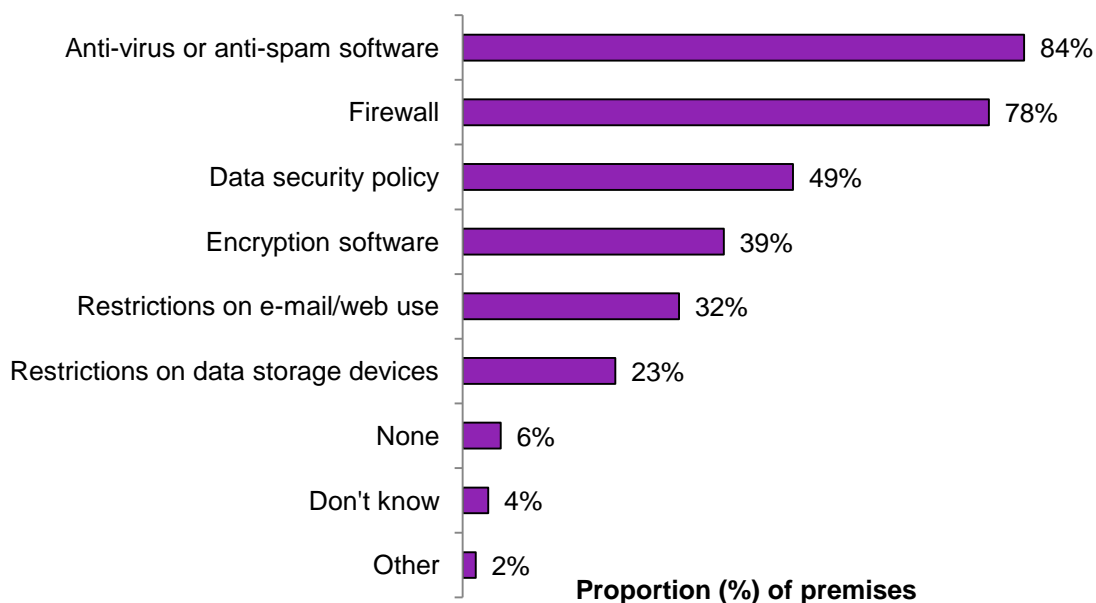
Table notes:

Table notes:

- A hyphen (-) indicates that the unweighted response respondent base is below 50 and the estimate is not shown.
- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).
- A small number of respondents reporting large amounts spent on IT security skew the mean of the distribution upwards, so the median is a more representative average for this measure.

The type of IT security measures in place at Arts, entertainment and recreation businesses are summarised in Figure 3.3. The most common measures were anti-virus or anti-spam software (84% of premises), followed by a firewall (78%), and data security policies (49%). Six per cent of premises had no IT security measures in place.

**Figure 3.3: Proportion of premises that had IT security measures in place, by type of measure, Arts, entertainment and recreation sector, 2016 and 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Chart notes:

- Responses based on randomly selected half sample of those who use a computer at their premises.
- 2016 and 2017 CVS data have been merged to produce a breakdown by business size, as single years' data result in small respondent bases (fewer than 50 respondents).

## Reporting rates

The 2017 CVS asked those respondents in the Arts, entertainment and recreation sector who had experienced crime in the past year whether the *most recent incident* of each crime type experienced was reported to the police. As only small numbers of Arts, entertainment and recreation premises experienced certain crime types it is not possible to provide a reporting rate estimate for some offences types.

Most premises reported the most recent incident of burglary with entry to the police (86%). The reporting rate for attempted burglary was somewhat lower (70%). Fewer than half of premises reported the latest incident of vandalism (42%) or assaults and threats (41%). A minority of premises reported thefts by unknown persons (39%) or by customers (30%). The reporting rate for online crime was particularly low (7%).

Compared to 2013, reporting rates were generally similar in the 2017 CVS. The only significant change was for thefts by customers, which decreased from 50% to 30%.

## Organised Crime

Organised crime is defined as serious crime planned, coordinated and conducted by people working together on a continuing basis ([National Crime Agency](#) definition). Focusing on the *most recent* incident of each crime type experienced in the 12 months prior to interview, respondents were asked whether they perceived it to have been committed by “an organised group of criminals”, a “loosely knit group”, or “someone working alone”. It is important to note the subjective nature of this question; any conclusions drawn about the prevalence of organised crime should be done so with caution. Figures on the proportion of respondents that thought the most recent incident was carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the [2017 CVS Headline Tables](#).



Due to small numbers of Arts, entertainment and recreation premises experiencing certain crime types, it is only possible to provide organised crime estimates for some types of offences, as shown in Figure 3.4.

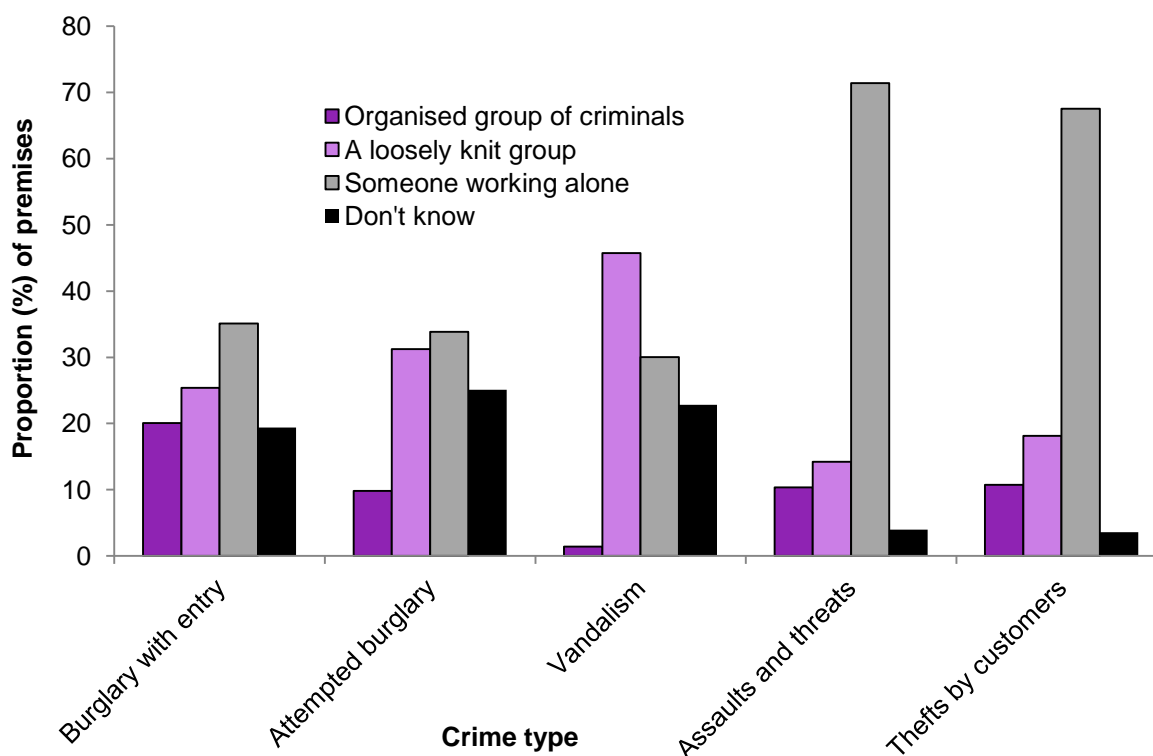
For vandalism offences, 46% of victims thought a loosely knit group (such as a group of teenagers) might have carried out the latest incident and 30% thought it might have been someone working alone.

For burglary with entry, 35% of victims thought the latest incident might have been carried out by someone working alone, while a quarter thought it might have been a loosely knit group (25%) and a fifth thought it might have been an organised group (20%). For attempted burglary, a similar proportion of victims thought that the latest incident may have been carried out by someone working alone (34%) as by a loosely knit group (31%).

For assaults and threats, the majority of victims (71%) thought that the most recent incident was carried out by someone working alone.

Similarly, for thefts by customers, most victims (68%) thought that someone working alone might have carried out the most recent incident

**Figure 3.4: Proportion of victims who thought the latest incident of each crime type they experienced involved an organised group of criminals, Arts, entertainment and recreation sector, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

Chart notes: Only selected crime types are shown as the number of respondents did not allow for robust estimates in all cases.

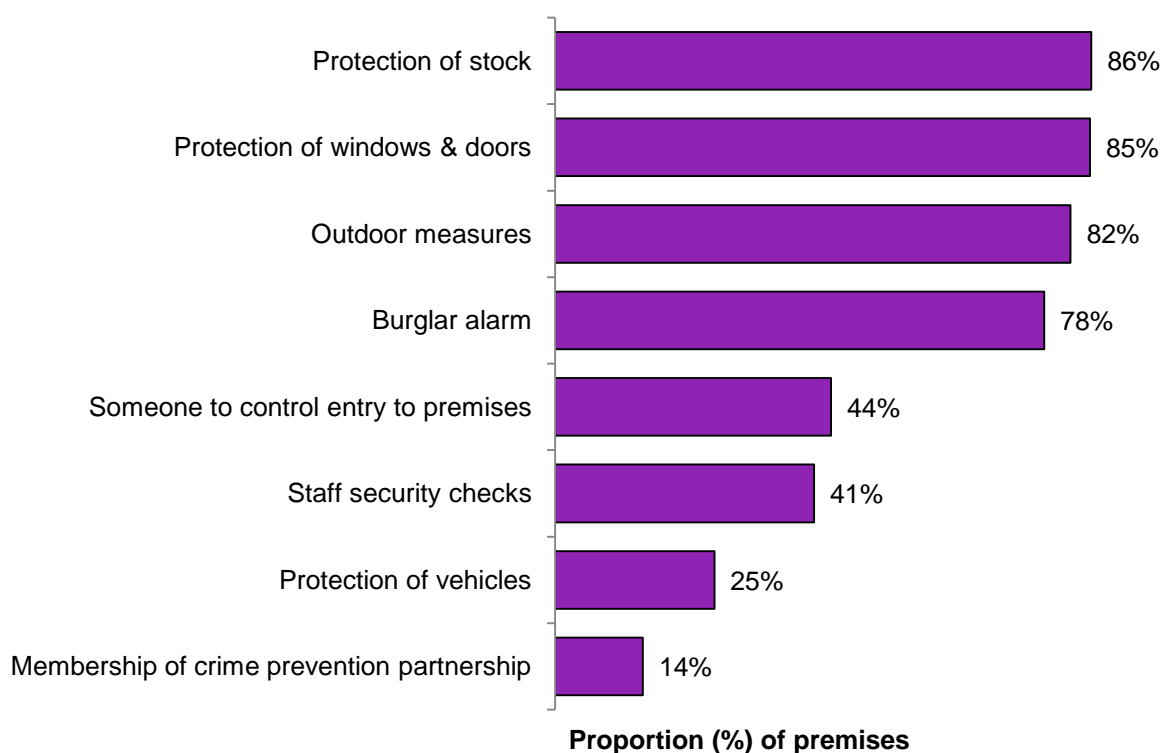
Within the types of crime where the base size allows comparisons with 2013, there was only one significant change. Namely, there was a significant reduction in the proportion of premises that thought that the most recent incident of assault or threat was carried out by an organised group of criminals (from 22 to 10 percent).

## Crime Prevention Measures

The 2017 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. The questions were developed and improved in the 2016 CVS so comparisons are now possible across the last 2 years, but not for earlier years (please see the [Technical Report](#) for further detail on the changes).

The most common crime prevention measures installed in the Arts, entertainment and recreation sector were stock protection measures (86% of premises) and protection of windows and doors (85% of premises) - these are measures such as bar and grilles, shutters and window and door locks; these were followed by outdoor measures (82% of premises) and burglar alarms (78%). Figure 3.5 illustrates the types of crime prevention measures covered by the CVS.

**Figure 3.5: Proportion of all premises that had crime prevention measures in place, Arts, entertainment and recreation sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Before 2016, it was not possible to know which respondents had the measure installed for the full twelve-month reference period due to the question wording. To resolve this, the question has been changed since the 2016 CVS to ask respondents whether a measure had been installed in the 12 months prior to interview, regardless of whether or not it was in response to a crime that took place. The changes to the questions since the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 3.6). For a summary of other question changes made to the crime prevention questions<sup>12</sup>, please see the [Technical Report](#).

<sup>12</sup> Extra questions were added to the 2016 CVS including perceived effectiveness of the measure however the results are not reported here as the unweighted bases were fewer than 50 respondents.

To see whether a particular crime prevention measure tends to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures, stock protection, and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 3.6.

**Table 3.6: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, Arts, entertainment and recreation sector, 2017 CVS**

Crime prevention measure	Crime type	Proportion (%) of premises <i>without</i> the prevention measure that experienced the crime type (with unweighted base)	Proportion (%) of premises <i>with</i> the prevention measure that experienced the crime type (with unweighted base)
Burglar alarm	Burglary with entry	9 (72)	6 (389)
	Attempted burglary	1 (72)	5 (389) *
Protection on doors & windows	Burglary with entry	6 (59)	8 (413)
	Attempted burglary	2 (59)	5 (413)
	Vandalism	6 (59)	15 (413) *
Protection of stock	Burglary with entry	-	7 (431)
	Attempted burglary	-	6 (431)
	Theft by a customer	-	7 (431)
	Theft by an employee	-	2 (431)
	Theft by others	-	1 (431)
	Theft by unknown persons	-	7 (431)
	<i>All theft</i>	-	15 (431)
Vehicle protection	Theft of a vehicle	0 (317)	0 (137)
	Theft from a vehicle	0 (317)	2 (137)
Staff security checks	Theft by an employee	1 (210)	2 (277)
	Theft by unknown persons	3 (210)	9 (277) *
	Fraud by an employee	0 (210)	0 (277)
	Fraud by unknown persons	0 (210)	1 (277)
Outdoor measures	Burglary with entry	-	8 (431)
	Attempted burglary	-	6 (431)
	Vandalism	-	14 (431)
	Theft of a vehicle	-	0 (431)
	Theft from a vehicle	-	1 (431)

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Asterisks (\*) indicate statistically significant differences between the 2 columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place only includes businesses that reported that they had installed the prevention measure outside of the CVS reference period, i.e. had the measure in place for more than 12 months. This was to get a truer picture of whether the prevention measure had been effective in preventing crime.

- Table 3.6 shows that, for the Arts, entertainment and recreation sector, having a prevention measure in place was associated with a *higher* risk of victimisation: Burglar alarm: 5% of

premises with the measures experienced attempted burglary compared to one per cent of premises without the measures. For burglary with entry, the association was in the opposite direction but not significant.

- Protection on doors and windows: 15% of premises with the measures in place experienced vandalism compared with 6% of premises without the measures.

One possible explanation for these findings is that premises who have a higher risk of being a victim of crime (for example, due to the nature or size of their business or their location) may be more likely to install a measure as a result of the increased risk but the measure does not fully mitigate the risk.

### Comparison with other sectors

Further comparison of the findings from the Arts, entertainment and recreation sector with the other sectors surveyed by the CVS in 2012 to 2017 is given in [Chapter 5](#).

# Crime against Manufacturing premises

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## 4.0 KEY FINDINGS

- **Crimes against the manufacturing sector showed a non-statistically significant fall between the 2012 and 2017 CVS.** The number of incidents experienced by this sector showed a non-statistically significant fall from around 164,000 in 2012 to around 117,000 in 2017. There were non-statistically significant falls in the number of incidents of all the main crime types with the exception of assaults and threats, which showed a non-statistically significant increase.
- **The proportion of manufacturing premises experiencing crime has shown a non-statistically significant fall compared with 2012.** According to the 2017 CVS, 28% of manufacturing premises experienced at least one incident of crime, a non-significant fall compared with 30% in the 2012 CVS.
- **Theft and fraud were the most common crime types experienced by this sector.** The highest rates of crime against this sector were for theft (296 incidents per 1,000 premises), and fraud (257 incidents per 1,000 premises).

## 4.1 INTRODUCTION

In the 2017 Commercial Victimization Survey (CVS), 990 respondents from premises in the manufacturing sector were asked if the business at their current premises had experienced any of a range of crime types in the 12 months prior to interview and, if so, how many incidents of crime had been experienced. The sector includes types of businesses such as manufacturers of fabricated metal products, food products and machinery and equipment and textiles.

The manufacturing sector was previously surveyed in the 2012 CVS. Changes in crime against this sector between 2012 and 2017 are examined. The relatively small sample size of the survey makes detecting changes between years difficult. Therefore, caution should be taken when considering the differences between the 2012 and 2017 surveys. Comparisons, with results of statistical significance testing and confidence intervals, are presented in the [2017 CVS Comparison Tables](#). Data are weighted to ensure that the sample is representative of businesses in this sector in England and Wales as a whole.

The 2017 CVS collected information on areas such as online crime, organised crime, and reporting rates (to the police). The information is presented here, as well as information on repeat victimisation (average number of crimes per victim).

Results for all CVS sectors, including the manufacturing sector, are presented in the [2017 CVS Headline Tables](#). Please refer to the Introduction to this report for further information about the content of data tables accompanying the publication.

## 4.2 EXTENT OF CRIME AGAINST MANUFACTURING PREMISES

According to the 2017 CVS, manufacturing premises experienced 117,000 incidents of crime in the 12 months prior to interview (Table 4.1); a non-statistically significant decrease compared with the 2012 CVS (around 164,000 incidents).

The proportions of overall CVS crime attributed to each crime type between 2012 and 2017 remained stable for burglary (18%), vehicle-related theft (5%) and robbery (1%). The proportion also remained stable for vandalism (the apparent increase from 22% in 2012 to 19% in 2017 was not significant). Significant increases were seen in assaults and threats (from 4% in 2012 to 8% in 2017), and fraud

(from 18% in 2012 to 22% in 2017), while the proportion decreased for theft (from 34% in 2012 to 26% in 2017).

**Table 4.1: Experiences of crime in the last 12 months, Manufacturing sector, 2017 CVS**

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	21	211	9	9	2
Vandalism	22	214	6	6	3
All vehicle-related theft	6	63	4	4	-
All robbery (inc. attempts)	2	15	1	1	-
Assaults and threats	9	93	3	3	-
All theft	30	296	8	8	4
All fraud	26	257	9	9	3
<b>ALL MANUFACTURING CRIME</b>	<b>117</b>	<b>1,148</b>	<b>28</b>	<b>28</b>	<b>4</b>

Unweighted base: 990 premises

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes:

- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.

**Table 4.2: Changes in crime in the Manufacturing sector, 2017 compared with 2012 CVS**

Crime type	Change in number of crimes per 1,000 premises	Change in % of premises experiencing	Change in average number of crimes experienced by each victim (premises)
All burglary (inc. attempts)	-55	-4 *	0
Vandalism	-110	-5 *	0
All vehicle-related theft	-6	-1	-
All robbery (inc. attempts)	-1	0	-
Assaults and threats	40	0	-
All theft	-213	-1	-2
All fraud	-7	4 *	-3
<b>ALL MANUFACTURING CRIME</b>	<b>-351</b>	<b>-3</b>	<b>-1</b>

Source: Home Office, [2017 CVS Headline Tables](#) and [2017 CVS Comparison Tables](#).

Table notes:

- Columns related to victims may not sum to the totals shown for all crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Statistically significant changes are highlighted in bold italics with asterisks (\*). Other changes are not significant.
- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.

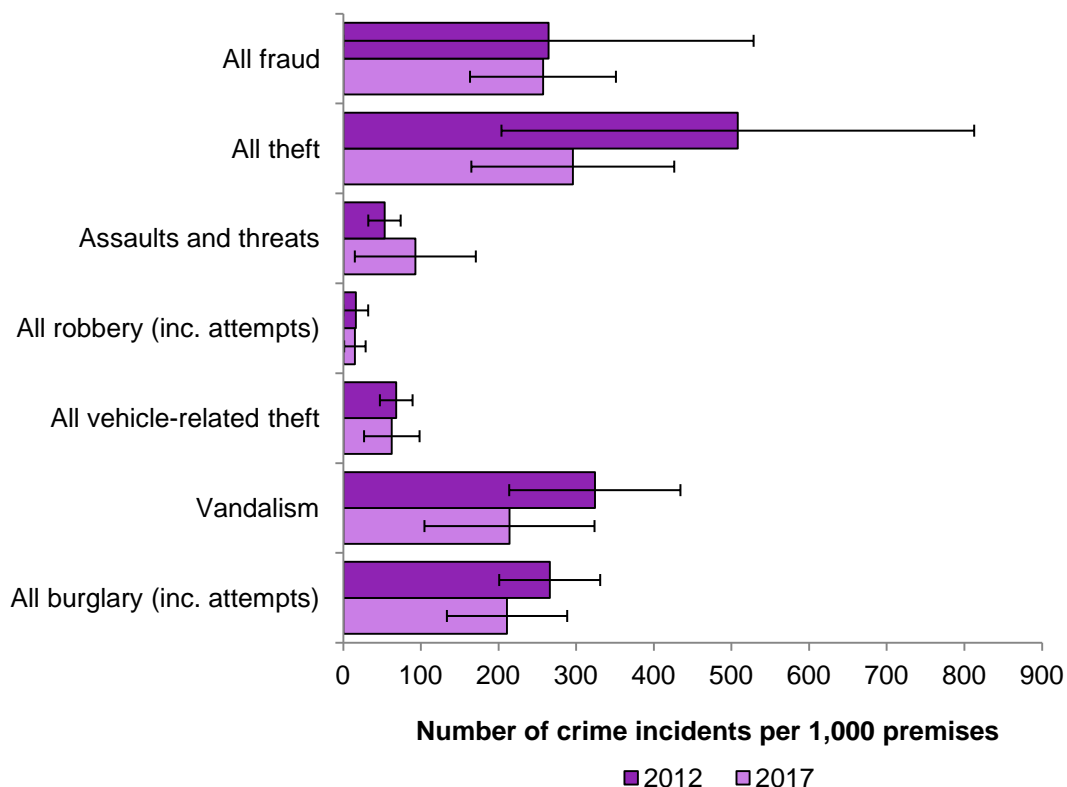
## Number of incidents per 1,000 premises

The rate of crime against the manufacturing sector showed a non-statistically significant fall from 1,500 incidents per 1,000 premises in 2012 to 1,148 per 1,000 premises in 2017. In 2012, thefts were the

most common crime type experienced by this sector (508 incidents per 1,000 premises) and Figure 4.1 shows that this is still the case (296 incidents of theft per 1,000 premises).

There were non-statistically significant falls in the number of incidents per 1,000 premises in all of the main crime types, except assaults and threats, where there was a non-statistically significant increase.

**Figure 4.1: Incidents of crime per 1,000 premises experienced by premises in the last 12 months, with 95% confidence intervals, Manufacturing sector, 2012 and 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes:

- Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

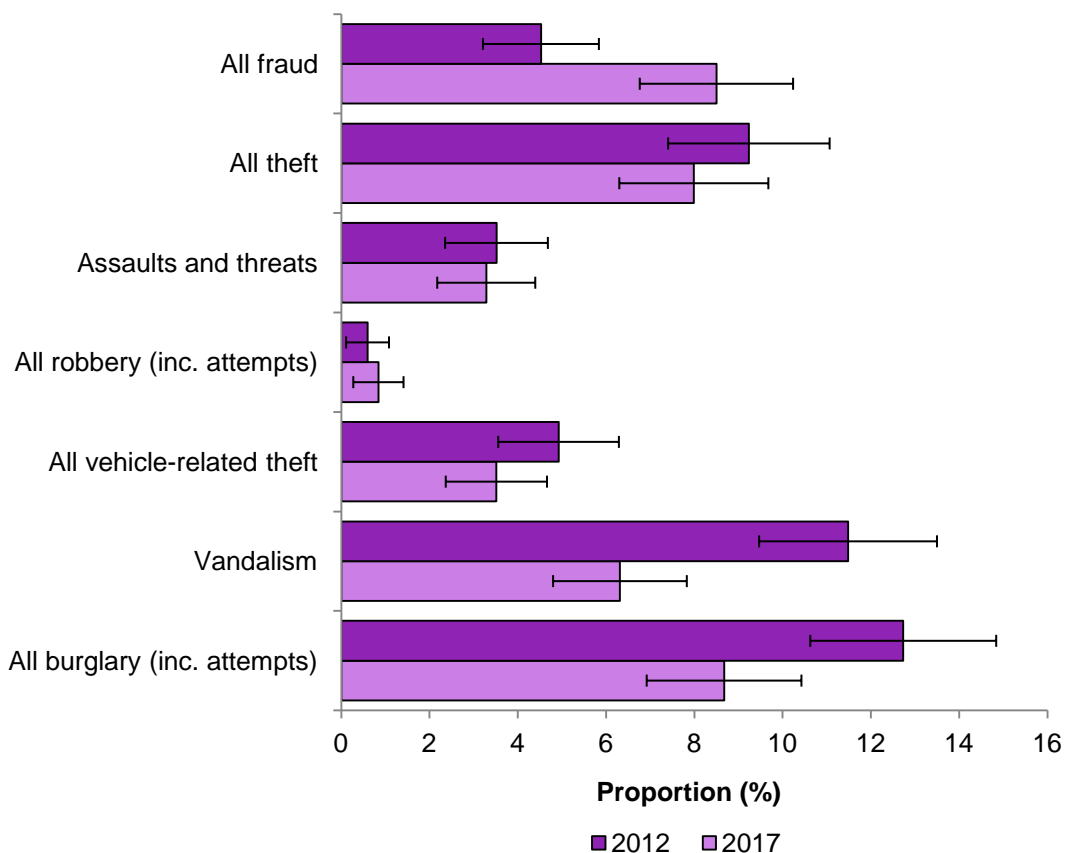
### Proportions of premises that experienced a crime

In 2017, just over a quarter (28%) of manufacturing premises experienced at least one incident of crime in the 12 months prior to interview; a non-statistically significant decrease from 30% in the 2012 CVS.

The most prevalent crime types in this sector were burglary and fraud (with 9% of businesses experiencing each of these crime types).

As shown in Figure 4.2 there were statistically significant falls in the 2017 CVS, compared with the 2012 CVS, in the proportion of premises that experienced burglary (down 4 percentage points from 13% in 2012) and vandalism (down 5 percentage points from 11% in 2012). Fraud was the only crime type to show a statistically significant increase in the proportion of premises that experienced that crime compared with the 2012 CVS (up 4 percentage points).

**Figure 4.2: Proportion of premises that experienced crime in the last 12 months, by crime type, with 95% confidence intervals, Manufacturing sector, 2012 and 2017 CVS**



Source: Home Office, [2017 CVS Comparison Tables](#).

Chart notes:

- Error bars represent 95% confidence intervals. While non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

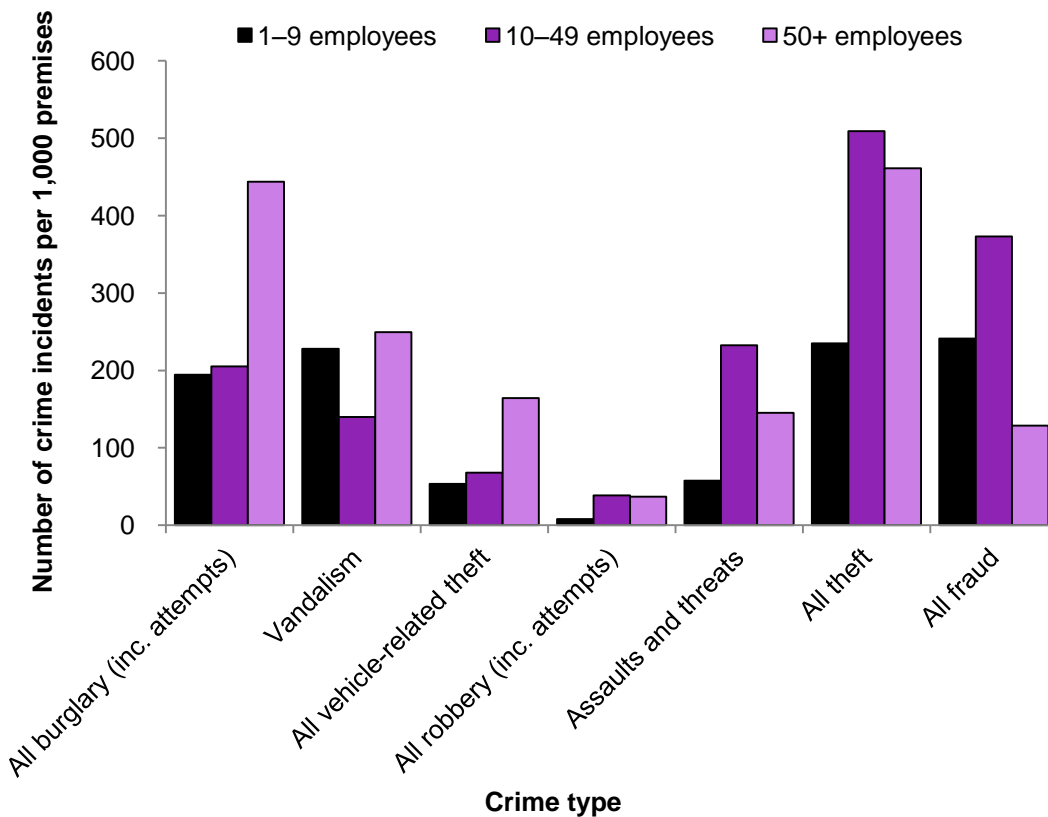
### Incidence and prevalence rates by business size

As shown in Figure 4.3 below, the overall incidence rate of crime against manufacturing premises was highest among those with 50 or more employees (1,630 incidents per 1,000 premises), higher than premises with 1 to 9 employees (1,018 incidents per 1,000 premises) or 10 to 49 employees (1,566 incidents per 1,000 premises), although this varied by crime type. Whilst the incidence rates for burglary, vandalism and vehicle-related theft were highest among premises with 50 or more employees, incidence rates for robbery, assaults and threats, theft and fraud were highest among premises with 10 to 49 employees.

The incidence rate for businesses with 50 or more employees has more than halved since the 2012 CVS, from 3,483 per 1,000 premises to 1,630 incidents per 1,000 premises. This is due to large falls in 'fraud by others'.



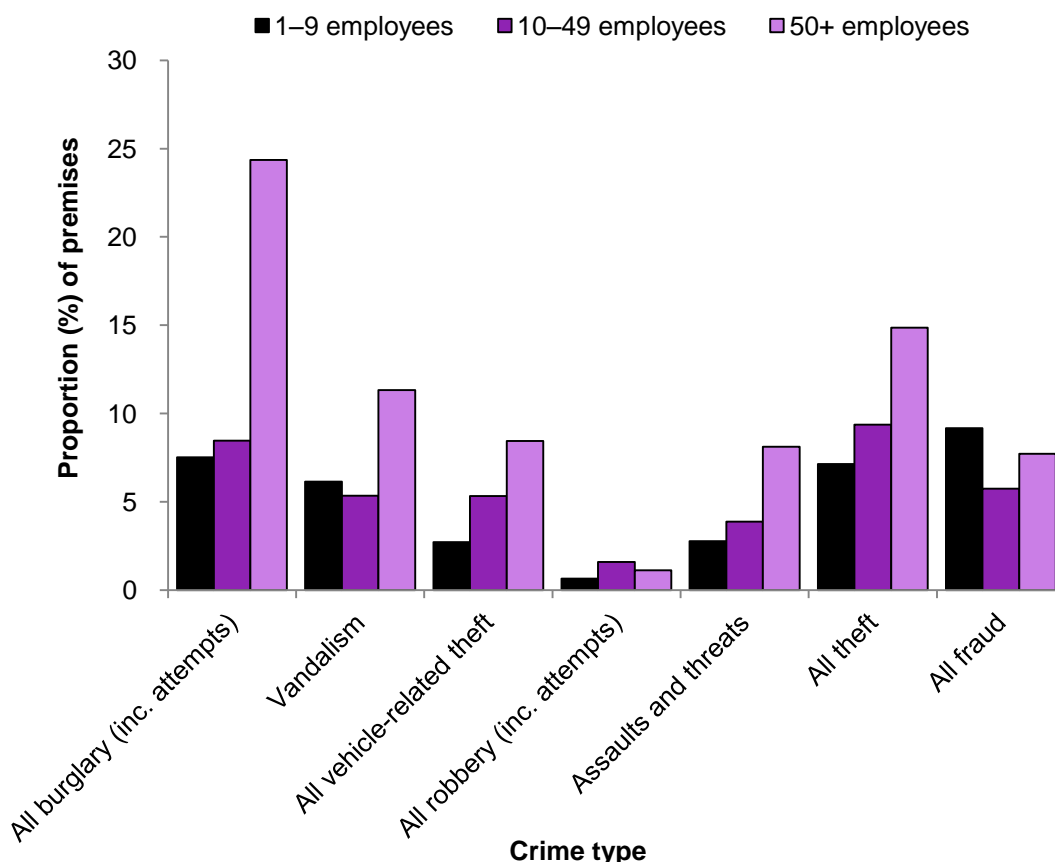
Figure 4.3: Number of incidents of crime per 1,000 premises experienced by premises in the last 12 months, by number of employees at premises, Manufacturing sector, 2017 CVS



Source: Home Office, [2017 CVS Headline Tables](#).

As shown in Figure 4.4, the overall crime prevalence rate for manufacturing premises of differing sizes (as measured by number of employees) generally follows a pattern whereby it increases with the number of employees at the premises. This was the case for burglary, vehicle-related theft, assaults and threats, and theft but other crime types did not follow this pattern, such as vandalism, robbery and fraud.

**Figure 4.4: Proportion of premises that experienced crime in the last 12 months, by number of employees at premises, Manufacturing sector, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

### Average number of incidents of crime per victim (premises)

The average number of incidents of crime per victim is a measure of repeat victimisation, representing the average number of times each victim has experienced a particular crime. It is calculated by dividing the total number of crimes by the total number of victims. Changes in the average number of incidents per victim depend on both the number of incidents and the number of victims. For example, if the number of incidents increases, but the number of victims increases by more, this measure will actually fall.

According to the 2017 CVS, each victim of crime in the manufacturing sector experienced an average of 4 incidents in the 12 months prior to interview. There is no statistically significant change in the average number of incidents per victim compared with the 2012 CVS, which found each victim of crime in the manufacturing sector experienced an average of 5 incidents in the 12 months prior to interview.

There were no statistically significant differences between the repeat victimisation rates for different sized premises. Small, medium and large-sized businesses all experienced between 4 and 6 incidents per premises.

### 4.3 OTHER RESULTS FROM THE SURVEY

This section includes findings on online crime, reporting rates, crime prevention, and organised crime in the manufacturing sector.

## Online crime

Online crime covers a range of crime types carried out over computer networks. Please refer to the Introduction for further details on the types of online crime covered in the survey. The 2017 CVS asked respondents from the manufacturing sector about their experiences of online crime. In this sector, 94% of premises reported they used computers.

Half of the respondents who said that they used computers at the premises were randomly selected to answer questions about their experience of various types of online crime. It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Many online crimes may affect only head offices and will not have been picked up by the survey. To address this, the Home Office and Ipsos MORI developed and carried out a pilot fraud and cyber crime survey of Head Offices in the Wholesale and retail and Finance and insurance sectors in an attempt to collect further data. Due to low response rates the survey will not be continued. See the Introduction and the Ipsos MORI report '[Commercial Victimization Survey, Head Office Feasibility Study: Pilot survey report](#)' for further information on this pilot survey.

It was estimated that there were just under 38,000 incidents of online crime against businesses in the manufacturing sector in the 12 months prior to interview (Table 4.3). This is lower than 2012, when there were around 78,000 incidents.

The total crime estimates against each sector are affected by the size of different industry sectors. For a comparison of the rate of online crime across sectors (per 1,000 premises), see [Figure 5.2 in Chapter 5](#).

**Table 4.3: Experiences of online crime in the last 12 months, Manufacturing sector, 2017 CVS**

Crime type	Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes experienced by each victim (premises)
Hacking	5	109	2	4	-
Phishing	2	31	1	1	-
Theft of money (online)	2	43	1	2	-
Theft of information (online)	0	4	0	0	-
Website vandalism	0	11	0	1	-
Computer virus	23	461	4	8	6
Other online crime	5	94	1	2	-
<b>ALL ONLINE CRIME</b>	<b>38</b>	<b>751</b>	<b>7</b>	<b>14</b>	<b>5</b>

*Unweighted base: 493 premises (half-sample of the CVS respondent base)*

Source: Home Office, [2017 CVS Headline Tables](#).

Table notes:

- A hyphen (-) indicates that a figure is not shown because its unweighted base is fewer than 50 respondents.
- Columns related to victims do not sum to the totals shown for all online crime. This is because one premises can be a victim of more than one type of crime. Other columns may not sum exactly to the total shown due to rounding.
- Incidents of online crime are not included in the overall count of CVS crime as these questions are only asked of half the sample and there is a risk of double-counting with other crime types, such as theft or fraud.
- Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime according to the [Home Office Counting Rules](#).

There were 751 incidents of online crime per 1,000 premises in this sector, which is almost two-thirds of the incidence rate for 'traditional' crimes against this sector (1,148 incidents per 1,000 premises).

In line with most of the other sectors, computer viruses were the most commonly experienced online crimes in the Manufacturing sector. In 2017 there were 461 incidents per 1,000 premises in the 12 months prior to interview, making up almost two-thirds (61%) of all incidents of online crime against this sector. Hacking was the second most common type of online crime in the manufacturing sector, with smaller business more likely to experience this type of crime than medium sized and larger sized businesses, (see Table 4.5 of the [2017 CVS Bulletin tables](#)).

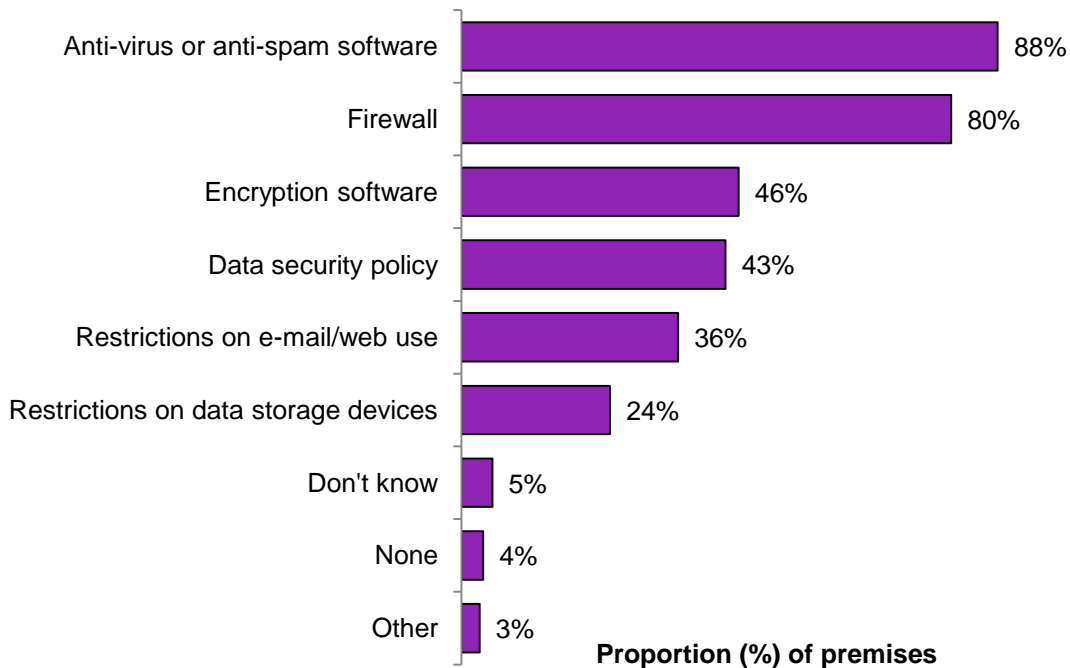
Around 14% of all manufacturing premises experienced at least one type of online crime in the last year. This is similar to 2012, when 12% of all premises experienced at least one type of online crime.

Similar to other sectors surveyed, most of this was accounted for by victims of computer viruses (8% of premises experienced these in 2017 and 11% in 2012). The manufacturing sector also experienced hacking (4% of premises experienced this in both 2017 and 2012), while very low proportions of premises suffered from any other type of online crime (2% or less). On average, each victim of an online crime experienced 5 incidents.

Data combined from the 2017 and 2016 CVS show that the median annual spend on IT security among manufacturing businesses was £120. This is lower than the 2012 median annual spend, which was £200 for this sector. Both the mean and median spend increased with business size (number of employees), see [Table 4.6 of the 2017 CVS Bulletin Tables](#).

The types of IT security measures in place at manufacturing premises are summarised in Figure 4.5 below. Most premises (88%) had anti-virus or anti-spam software installed and firewall protection (80%). Only 4% had no security measures whatsoever.

**Figure 4.5: Proportion of premises that had IT security measures in place, by type of measure, Manufacturing sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

### Reporting rates

The 2017 CVS asked respondents who had experienced crime in the past year whether the *most recent incident* of each crime type experienced was reported to the police.

As small numbers of premises experienced certain crime types it is only possible to provide estimates for burglary, vandalism and online crime.

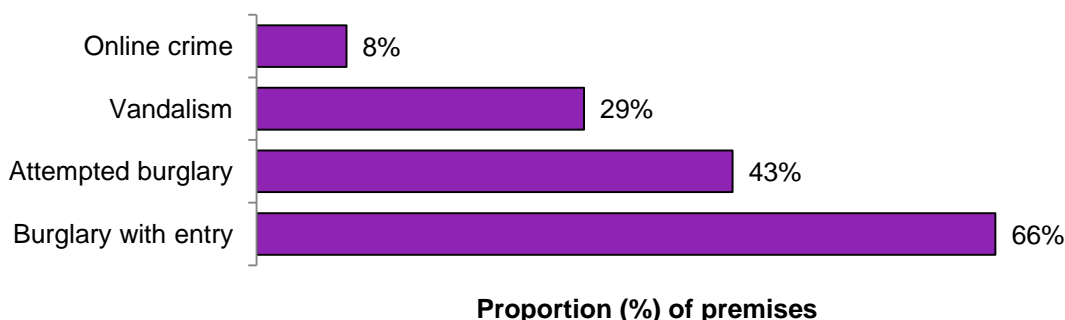
The most recent incidents of burglary were fairly well reported, with 66% of respondents having reported the most recent burglary with entry and 43% having reported the most recent attempted burglary, according to the 2017 CVS (Figure 4.6 below). As in all sectors surveyed, reporting rates for burglary are relatively high compared with those for other crime types. This is likely to reflect the need for victims to obtain a crime reference number from the police in order to make an insurance claim. The most recent incidents of vandalism were poorly reported, with 29% of respondents having reported the most recent incident.

Where base numbers were large enough to make comparisons with previous years, the rate of reporting had fallen for burglary with entry, for this crime the reporting rate saw a statistically significant decrease from 83% in 2012 to 66 per in 2017. Respondents are asked why they did not report a crime to the police, the most common reasons for not reporting incidents of burglary were lack of police engagement or the respondent believing that the police couldn't do anything (both 55%) and no loss was incurred (52%).

The rate of reporting for attempted burglary has remained fairly stable in 2017 compared with the 2012 CVS (44% in 2012 and 43% in 2017). The rate of reporting for vandalism has had a slight (non-significant) decrease from 33% in 2012 to 29% in 2017.

There was a slight (non-significant) increase in the reporting rate for online crime (from 2% in 2012 to 8% in 2017). Respondents are only asked why they did not report a crime to the police, rather than why they did report a crime

**Figure 4.6: Proportion of respondents who reported the latest incident to the police, for selected crime types, Manufacturing sector, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

Chart notes:

- Only those crime types with an unweighted base of 50 or more respondents are shown.

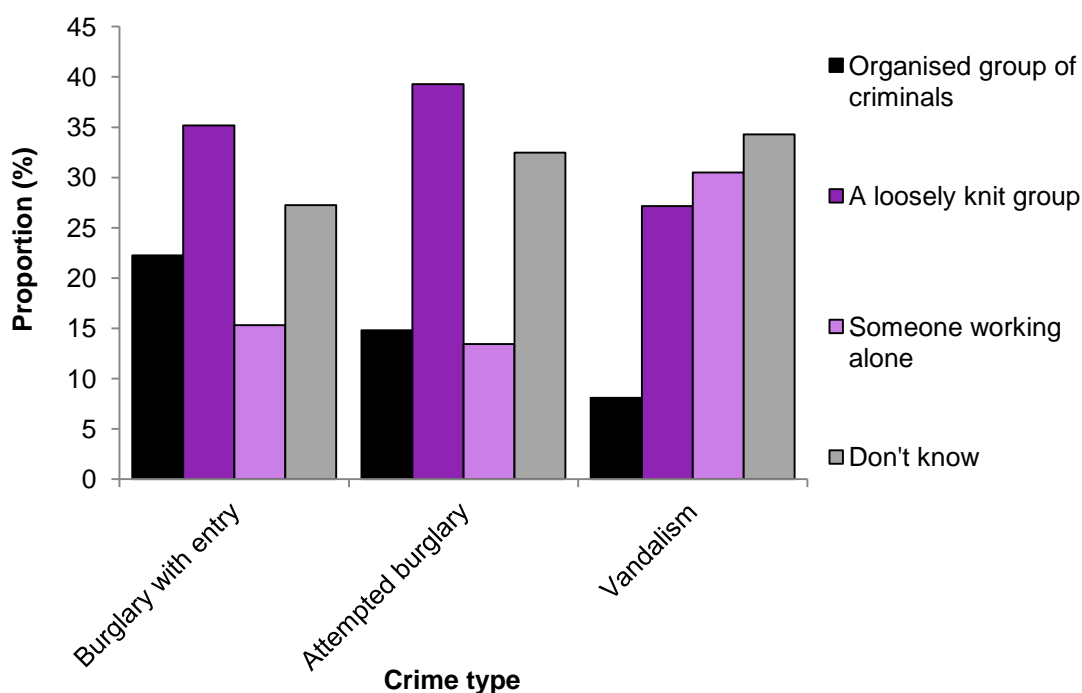
## Organised crime

Organised crime is defined as serious crime planned, coordinated and conducted by people working together on a continuing basis ([National Crime Agency](#) definition). Focusing on the *most recent* incident of each crime type experienced in the 12 months prior to interview, respondents were asked whether they perceived it to have been committed by “an organised group of criminals”, a “loosely knit group”, or “someone working alone”. It is important to note the subjective nature of this question; any conclusions drawn about the prevalence of organised crime should be done so with caution. Figures on the proportion of respondents that thought the most recent incident was carried out by an organised group of criminals, by industry sector, can be found in Table OC1 in the [2017 CVS Headline Tables](#).

Due to the relatively low levels of crime in this sector, the proportion of respondents perceiving a crime to be organised cannot be estimated for most of the crime types. Selected crime types are included in Figure 4.7. Burglary with entry was the most likely to be perceived as organised (22%). The main reasons respondents suspected organised crime in incidents of burglary with entry were that the suspects seemed very prepared (52%), the suspects seemed to have knowledge of the business layout/area (33%) and police information led them to believe this (22%).

The most recently experienced incidents of attempted burglary and vandalism were less commonly perceived to be organised (15% of respondents for attempted burglary and 8% of respondents for vandalism). Again, where base sizes allow comparisons with previous years, there were no statistically significant changes relative to the 2012 CVS.

**Figure 4.7: Proportion of victims who thought the latest incident of each crime type they experienced involved an organised group of criminals, Manufacturing sector, 2017 CVS**



Source: Home Office, [2017 CVS Headline Tables](#).

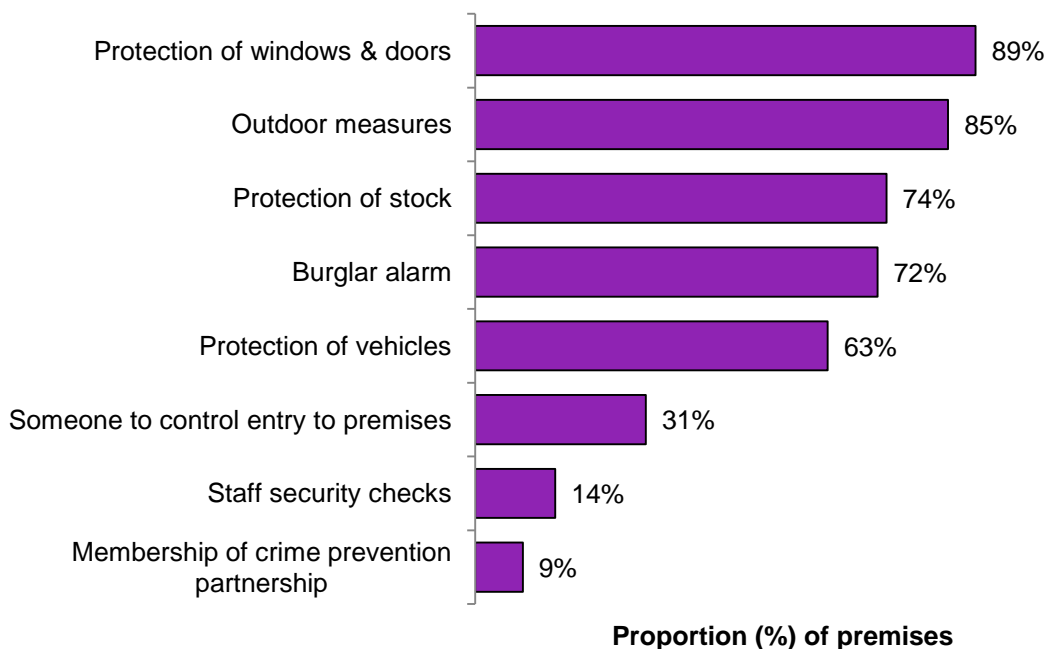
## Crime prevention measures

The 2017 CVS asked half of its respondents whether they had a range of crime prevention measures in place at the premises. In the 2016 CVS these questions were developed and improved, making them different to those used in the CVS prior to 2016 and therefore it is not possible to make comparisons between survey years prior to 2016 (please see the [Technical Report](#) for further detail on the changes).

Figure 4.8 illustrates the proportions of manufacturing premises with specific types of measures in place. The most common crime prevention measures were protection of windows and doors (89% of premises) followed by outdoor measures (85% of premises).

The Introduction gives further details on the types of measures covered in the survey.

**Figure 4.8: Proportion of all premises that had crime prevention measures in place, by type of measure, Manufacturing sector, 2017 CVS**



Source: Home Office, [2017 CVS Bulletin Tables](#).

Previously, when comparing victimisation rates between premises which had a security measure installed and those without a measure, it was not possible to know which respondents had the measure installed for the full twelve-month reference period due to the question wording<sup>13</sup>. To resolve this, the question was changed in the 2016 CVS to ask respondents whether a measure had been installed in the last 12 months, regardless of whether or not it was in response to a crime that took place. The changes to the questions since the 2016 CVS have allowed a more meaningful comparison to be made when comparing the likelihood of victimisation between premises with and without a measure (Table 4.4). For a summary of other question changes made to the crime prevention questions in the 2016 CVS<sup>14</sup>, please see the [Technical Report](#).

To see whether particular crime prevention measures tend to be effective, it is necessary to consider each prevention measure in the context of the crime types it is intended to prevent. For instance, burglaries may be prevented by burglar alarms, outdoor protection measures and protection measures on doors and windows. A selection of prevention measures have been matched to crime types they are expected to prevent in Table 4.4 below, and the figures are discussed in detail.

<sup>13</sup> Previously the prevention measure questions asked respondents whether a measure had been installed in the last 12 months due to a crime. It was then not possible to determine who had installed the measure outside of the 12 month period or whether the measure had been installed in the 12 months for a different reason.

<sup>14</sup> Extra questions were added to the 2016 CVS including perceived effectiveness of the measure however the results are not reported here as the unweighted bases were fewer than 50 respondents.

**Table 4.4: Proportion of premises that experienced selected crime types, by presence of selected crime prevention measures, Manufacturing sector, 2017 CVS**

Crime prevention measure	Crime type	Proportion (%) of premises <i>without</i> the prevention measure that experienced the crime type (with unweighted base)	Proportion (%) of premises <i>with</i> the prevention measure that experienced the crime type (with unweighted base)
Burglar alarm	Burglary with entry	6 (108)	6 (347)
	Attempted burglary	5 (108)	4 (347)
Protection on doors & windows	Burglary with entry	7 (51)	6 (421)
	Attempted burglary	3 (51)	4 (421)
	Vandalism	10 (51)	8 (421)
Protection of stock	Burglary with entry	2 (112)	8 (358)
	Attempted burglary	3 (112)	5 (358)
	Theft by a customer	6 (112)	4 (358)
	Theft by an employee	0 (112)	1 (358)
	Theft by others	0 (112)	0 (358)
	Theft by unknown persons	1 (112)	3 (358)
	<b>All theft</b>		7 (112)
Vehicle protection	Theft of a vehicle	0 (148)	1 (304)
	Theft from a vehicle	0 (148)	4 (304) *
Staff security checks	Theft by an employee	1 (372)	2 (110)
	Theft by unknown persons	2 (372)	3 (110)
	Fraud by an employee	0 (372)	1 (110)
	Fraud by unknown persons	4 (372)	3 (110)
Outdoor measures	Burglary with entry	7 (57)	5 (412)
	Attempted burglary	4 (57)	4 (412)
	Vandalism	11 (57)	7 (412)
	Theft of a vehicle	0 (57)	1 (412) *
	Theft from a vehicle	0 (57)	3 (412) *

Source: Home Office, [2017 CVS Bulletin Tables](#).

Table notes:

- Asterisks (\*) indicate statistically significant differences between the 2 columns.
- Crime types and prevention measures have been paired based on relevance of the measure to the crime.
- The column showing figures for those with specific prevention measures in place only includes businesses that reported that they had installed the prevention measure outside of the CVS reference period, i.e. had the measure in place for more than 12 months. This was to get a truer picture of whether the prevention measure had been effective in preventing crime.

The 2017 CVS results show little evidence that the presence of certain measures offsets the risk of victimisation. For some crime types in the sector, premises with a prevention measure in place were more likely to have experienced a crime for which the measure is intended to prevent, compared with premises without the measure:

- Protection of stock measures: 8% of premises with the measure experienced burglary with entry, compared with 2 per cent of premises without the measure, a statistically significant difference.
- Staff security measures: 3% of premises with the measure experienced theft by unknown persons, compared with 2 per cent of premises without the measure, a statistically significant difference.



- Outdoor measures; one per cent of premises with the measure experienced theft of a vehicle and 3% experienced theft from a vehicle, while no premises without the measure experienced either of these crimes, a statistically significant difference.

One possible explanation for these findings is that premises which have a higher risk of being a victim of crime (due to, for example, the nature of their business or their location) may be more likely to install a measure as a result of the increased risk. This security measure does not fully mitigate the risk.

In order to try and account for some of these factors, the 2016 CVS publication included some further analysis using logistic regression modelling to understand whether controlling for external factors would show a different result. Please see the [2016 Technical Annex](#) for further details.

### Comparison with other sectors

Further comparison of the findings from the manufacturing sector with the other sectors surveyed by the CVS in 2012 to 2017 is given in [Chapter 5](#).

# Crime against businesses: a comparison of sectors from the 2012 to 2017 CVS

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## 5.0 KEY FINDINGS

- **Wholesale and retail premises experienced the highest overall crime incidence rate.** This sector experienced 22,706 crimes per 1,000 premises in the 2017 survey year, nearly 14 times the next highest rate (4,677 per 1,000 accommodation and food premises in 2014).
- **The number of assaults and threats was highest in the Wholesale and retail sector in 2017.** With an incidence rate of 1,433 per 1,000 premises, **this is the highest reported of all sectors ever surveyed in the CVS** (previously it was highest in the Arts, entertainment and recreation sector in 2013).
- **The Arts, entertainment and recreation sector saw a statistically significant fall in the number of incidents per 1,000 premises between 2013 and 2017.** The incidence rate almost halved from 4,660 incidents per 1,000 premises in 2013 to 2,755 incidents per 1,000 premises in 2017. This fall was largely driven by incidents of theft which showed the largest volume decrease, however this was not statistically significant. Vandalism and theft by employees were the only crime types in this sector to show statistically significant differences in incidence rates; incidents of vandalism fell from around 45,000 incidents per 1,000 premises in 2013 to around 30,000 in 2017, whilst theft by employees fell from 4,000 to 1,000 incidents in the same period.
- **The proportion of businesses that experienced crime in the Wholesale and retail sector and the Arts, entertainment and recreation sector saw statistically significant falls since 2012 and 2013 respectively.** In 2017, over two-fifths (44%) of premises in the Wholesale and retail sector had experienced crime in the previous 12 months, a fall from 53% in 2012, although this was a significant increase from 2016 (37%). Under a half (45%) of Arts, entertainment and recreation premises in 2013 had experienced a crime, this fell to around a third (34%) in 2017.
- **The administrative and support sector and the information and communication sector are disproportionately affected by online crime.** These sectors experienced relatively low incidence rates of 'traditional' crimes but by far the highest online crime incidence rates (administrative and support services 3,631 online incidents per 1,000 premises and information and communication 2,303 online incidents per 1,000 premises).

## 5.1 INTRODUCTION

This section compares findings from the various sectors covered in the 6 annual commercial victimisation surveys that have taken place to date (2012 to 2017). Table 5.1 lists the sectors that have been included in at least one of the surveys along with the approximate sample size (number of interviews) in the relevant year.

**Table 5.1: Sector coverage and sample size of the CVS, 2012 to 2017 CVS**

	2012	2013	2014	2015	2016	2017
<b>Wholesale and retail</b>	1,000	1,000	2,000	1,000	1,000	1,000
<b>Accommodation and food</b>	1,000	1,000	1,000	0	0	0
<b>Transportation and storage</b>	1,000	0	0	0	1,000	0
<b>Manufacturing</b>	1,000	0	0	0	0	1,000
<b>Agriculture, Forestry and Fishing</b>	0	1,000	1,000	1,000	0	1,000
<b>Arts, entertainment and recreation</b>	0	1,000	0	0	0	1,000
<b>Construction</b>	0	0	0	1,000	0	0
<b>Information and communication</b>	0	0	0	200	0	0
<b>Administrative and support services</b>	0	0	0	0	1,000	0
<b>Total</b>	4,000	4,000	4,000	3,200	3,000	4,000

Source: Home Office.

In previous editions of this publication, the results from the different survey years were combined to give as broad a picture of crimes against business premises in England and Wales as was possible using the CVS. However, this has not been repeated for this publication as some of the data are now relatively old (e.g. the accommodation and food sector was last surveyed in 2014) and may have experienced changes in crime levels since then. Instead, the focus of this chapter is on comparing experiences of crime in the different sectors. Please note that, for the reasons mentioned above, caution must be taken when making comparisons with sectors which have not recently been surveyed. However, data for these sectors will still be included in charts and tables for information.

More information about the sectors included in the 2012, 2013, 2014, 2015 and 2016 CVS can be found in past [Crime against businesses bulletins](#), available online.

Results for all CVS sectors are presented in the accompanying [2017 CVS Headline Tables](#). Tables T1 to T4 show crime statistics across all 9 sectors surveyed since 2012, including:

- The total number of incidents of crime (incidence, or crime count);
- The number of incidents of crime per 1,000 premises (incidence rate, or crime rate);
- The total number of victims of crime (prevalence, or victim count);
- The proportion of premises that experienced crime (prevalence rate, or victimisation rate).

## 5.2 EXTENT AND TRENDS OF CRIME

The estimates of crime levels presented in Table 5.2 below are based on interviews with respondents in the referenced survey year. The sector with the highest volume of crime was the Wholesale and retail sector which experienced 8.1 million crimes (2017 CVS); this was around 14 times higher than the sector with the next highest volume (accommodation and food, 2014 CVS).

The remaining sectors included in the 2017 CVS, that is, the Agriculture, Forestry and Fishing; Arts, entertainment and recreation and the manufacturing sectors, all experienced much lower volumes of crime compared with the Wholesale and retail sector and all experienced similar volumes of crime.

Table 5.2: Experiences of crime (excluding online crime) in the last 12 months by sector, 2014 to 2017 CVS

Sector		Number of crimes (000s)	Number of crimes per 1,000 premises	Number of victims (000s of premises)	% of premises experiencing	Average number of crimes per victim (premises)	Unweighted base
2017	Wholesale and retail	8,085	22,706	157	44	52	1,046
	Agriculture, Forestry and Fishing	113	1,335	23	27	5	1,019
	Arts, entertainment and recreation	134	2,755	16	34	8	964
	Manufacturing	117	1,148	28	28	4	990
2016	Transportation & storage	173	2,575	16	24	11	904
	Administrative & support services	227	1,504	28	18	8	930
2015	Construction	141	910	33	21	4	958
	Information & communication	33	300	17	15	-	176
2014	Accommodation & food	565	4,677	45	37	13	1,052

Source: Home Office, [2012](#), [2013](#), [2014](#), [2015](#), [2016](#) and [2017 CVS Headline Tables](#).

Table notes: Each sector is only shown in the most recent year it was surveyed. A hyphen (-) indicates that the unweighted respondent base is below 50 and the estimate is not shown.

Part of the difference in the volumes of crimes experienced may be explained by the number of premises in each sector since, of the 9 sectors surveyed over the lifetime of the CVS, the Wholesale and retail sector has the greatest number of premises (almost 452,000 in England and Wales compared with 116,000 transportation and storage premises, the CVS sector with the fewest number of premises). However, the incidence rate (number of incidents per 1,000 premises) shows that the Wholesale and retail sector still experienced the most crime, with over 22,000 incidents per 1,000 premises. Although the Arts, entertainment and recreation sector had a similar volume of crime to the Agriculture, Forestry and Fishing and manufacturing sectors, it had a higher incidence rate and a higher proportion of premises experiencing crime.

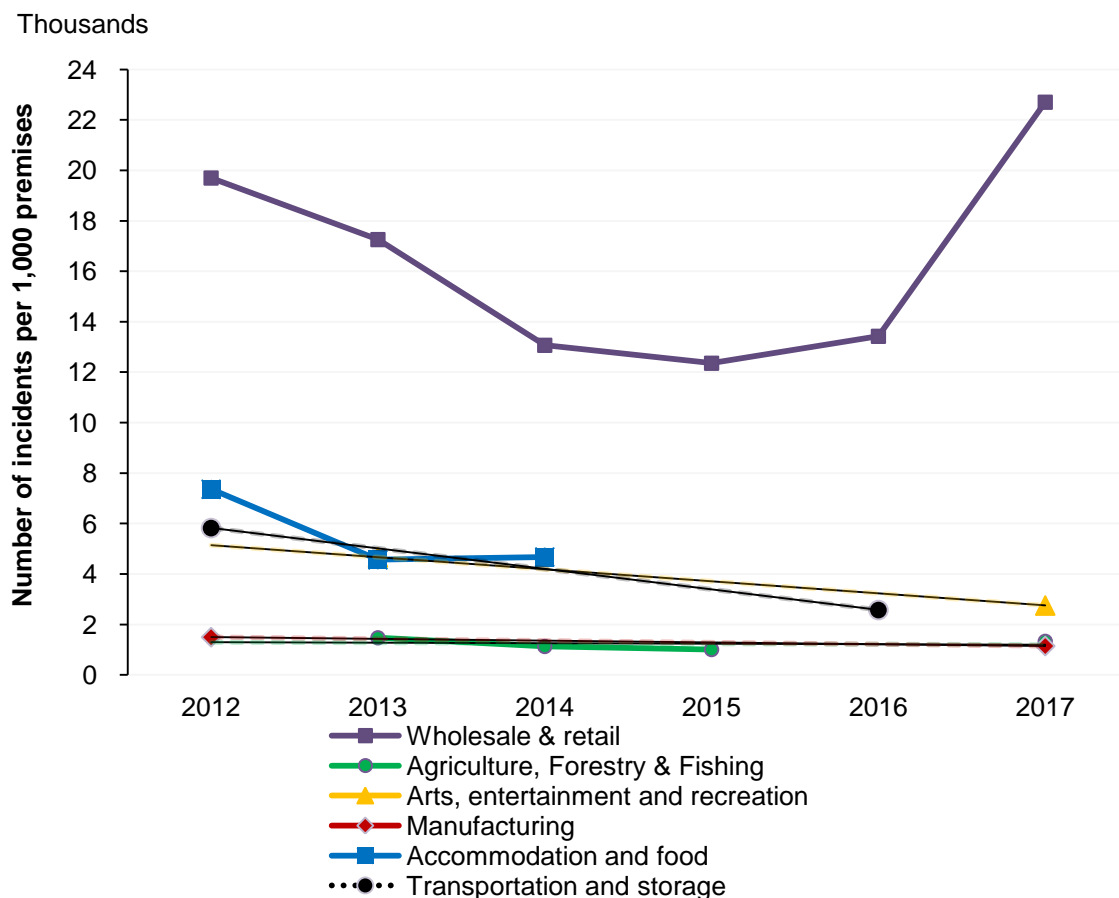
Looking at those sectors that were first surveyed in 2012 and 2013 compared with subsequent years when they were surveyed again (all sectors except for information and communications and the administration and support sectors), the crime trends generally appear to show falls in the levels of crime or have remained stable, with the Wholesale and retail sector being the exception (Figure 5.1.) The Wholesale and retail sector experienced a statistically significant fall between 2012 and 2014 but the trend has been flat in the last couple of years and showing an apparent (though non-statistically significant) increase in the latest year, up to 22,706 incidents per 1,000 premises, slightly higher than in 2012 (19,701 incidents per 1,000 premises).

Together (with the exception of the Wholesale and retail sector) this starts to suggest that crime

against businesses has fallen since 2012. This aligns with the Crime Survey for England and Wales<sup>15</sup> which shows that crime against individuals and households has fallen since 2012 (and in fact has been falling since the mid 1990s).

Contrary to this, the latest police recorded crime statistics [published by the Office for National Statistics](#) (ONS) show an increase in shoplifting, which is consistent with the most recent CVS findings for shoplifting in the Wholesale and retail sector (despite this not showing a statistically significant increase). The number of shoplifting offences recorded by the police rose from 358,274 offences in the year to December 2016 to 385,265 offences in the year to December 2017, an increase of 8%. Possible explanations for this increase in the number of offences recorded by the police are an increase in the proportion of shoplifting incidents that come to the attention of the police, or improvements to police recording practices<sup>16</sup>. This is supported by the fact that the police recorded crime figures are lower than those reported by the CVS (5.1 million incidents of shoplifting),

Figure 5.1: Number of crime incidents per 1,000 premises, selected sectors, 2012 to 2017 CVS



Source: Home Office, [2012](#), [2013](#), [2014](#), [2015](#), [2016](#) and [2017 CVS Headline Tables](#).

<sup>15</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/previousReleases>

<sup>16</sup> As a result of police force inspections carried out by Her Majesty's Inspectorate Constabulary (HMIC), it is likely that the improvements made to comply with the National Crime Recording System (NCRS) have led to increased recording of crimes by the police, although it is not possible to quantify this. For more information please see the [User Guide to Crime Statistics for England and Wales](#).

### 5.3 ONLINE CRIME

Online crime covers a range of crime types carried out over computer networks. The CVS asks respondents who used computers at their premises about their experience of the following types of online crime:

1. **Hacking:** having a computer, network or server accessed without permission;
2. **Online theft of money:** having money stolen electronically (e.g. through online banking);
3. **Phishing:** having money stolen after responding to fraudulent messages or being redirected to fake websites;
4. **Online theft of information:** having confidential information stolen electronically (such as staff or customer data);
5. **Website vandalism:** having a website defaced, damaged or taken down;
6. **Viruses:** having computers infected with files or programmes intended to cause harm; and
7. **Other online crimes:** Any other online crimes which do not fall into the above categories.

Although described here as crimes, it is worth noting that not all of these incidents would be recorded as a crime under the [Home Office Counting Rules](#). For example, phishing is an enabler to commit fraud and, where this method has been used to commit fraud or computer misuse offences, the relevant fraud or computer misuse offence would be recorded (no separate crime would be recorded in relation to the phishing). Online crime is not included within the main CVS crime count to avoid double-counting, as there may be some duplication between online crime and other crime types such as fraud.

When comparing levels of online crime, it should be noted that not all business premises use computers and therefore cannot become victims of online crime. Also, the prevalence of computer use varies by sector, as seen in Table 5.3.

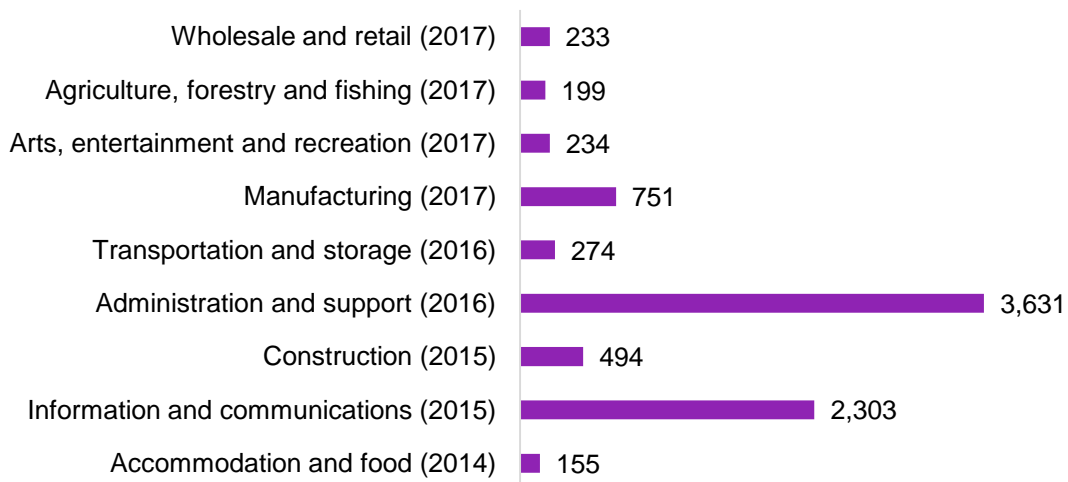
**Table 5.3: Levels of computer use by sector, 2014 to 2017 CVS**

Sector	Survey year	Proportion using computers (%)
Wholesale and retail	2017	89
Agriculture, Forestry and Fishing	2017	82
Art, entertainment & recreation	2017	93
Manufacturing	2017	94
Transportation & storage	2016	89
Administrative & support services	2016	92
Construction	2015	92
Information & communication	2015	100
Accommodation & food	2014	68

Source: 2014 to 2017 CVS responses.

The sectors experiencing by far the highest online crime incidence rates were administrative and support services (3,631 incidents per 1,000 premises) and information and communication (2,303 incidents per 1,000 premises) as shown in Figure 5.2. This possibly reflects the likely central role of computer systems in their businesses when compared to other sectors. In both sectors, the majority of these incidents were either computer viruses or 'other' types of online crime.

**Figure 5.2: Number of online crime incidents per 1,000 premises by sector, 2014 to 2017 CVS**



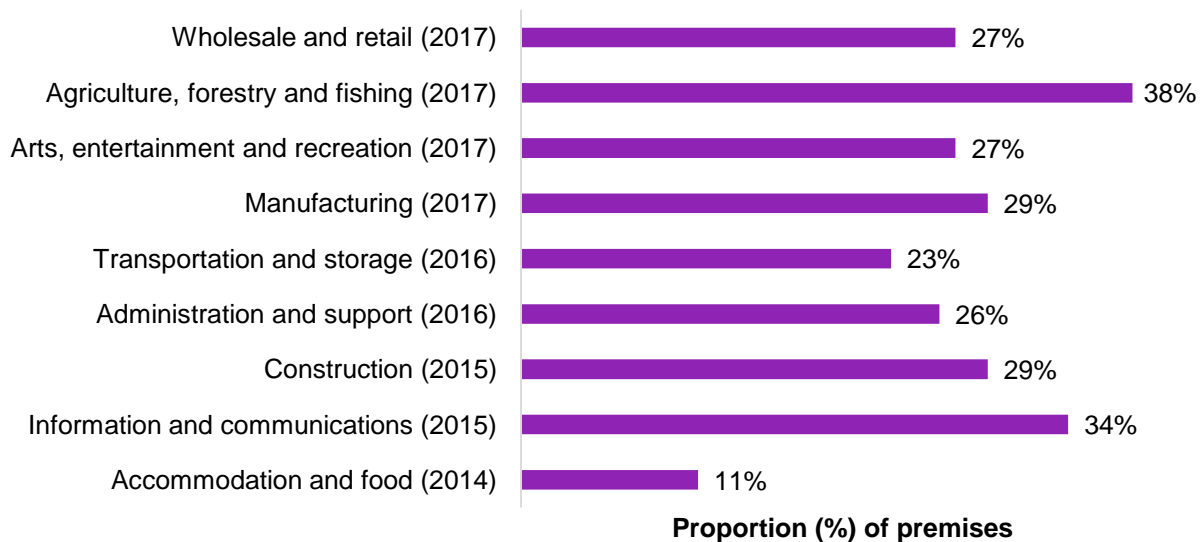
**Number of online incidents of crime per 1,000 premises**

Source: Home Office, [2012](#), [2013](#), [2014](#), [2015](#), [2016](#) and [2017 CVS Headline Tables](#).

In almost all of the other sectors, the majority of the online crimes experienced were incidents of computer viruses. Although the levels of computer viruses picked up by the CVS are relatively high, the levels of other online crimes are typically lower. This is likely to be because these crimes do not come to the attention of victims. For example, in the case of phishing, the offending email may be caught by spam filters, or victims may not know that their computer systems have been hacked. It is important to bear in mind that respondents were only asked about online crimes affecting the premises. Therefore, it may also be the case that many types of online crime are not picked up by the CVS as they do not affect businesses at the premises level. Some of these offences may be more likely to be focused on head offices or corporate websites. To address this, the Home Office and Ipsos MORI developed and carried out a pilot fraud and cyber crime survey of Head Offices in the Wholesale and retail and Finance and insurance sectors in an attempt to collect further data. Due to low response rates the survey will not be continued. See the Introduction and the Ipsos MORI report '[Commercial Victimisation Survey, Head Office Feasibility Study: Pilot survey report](#)' for further information on this pilot survey.

As well as their experience of online crime, premises were also asked about how worried they were about online crime in general and how much of a problem they think it is for their business. Figure 5.3 shows that worry about online crime is highest in the Agriculture, Forestry and Fishing and information and communication sectors, with over a third of premises in each of these sectors saying they were either fairly or very worried about it.

**Figure 5.3: Proportion of premises that were worried about online crime by sector, 2014 to 2017 CVS**



Source: Home Office, [2017 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

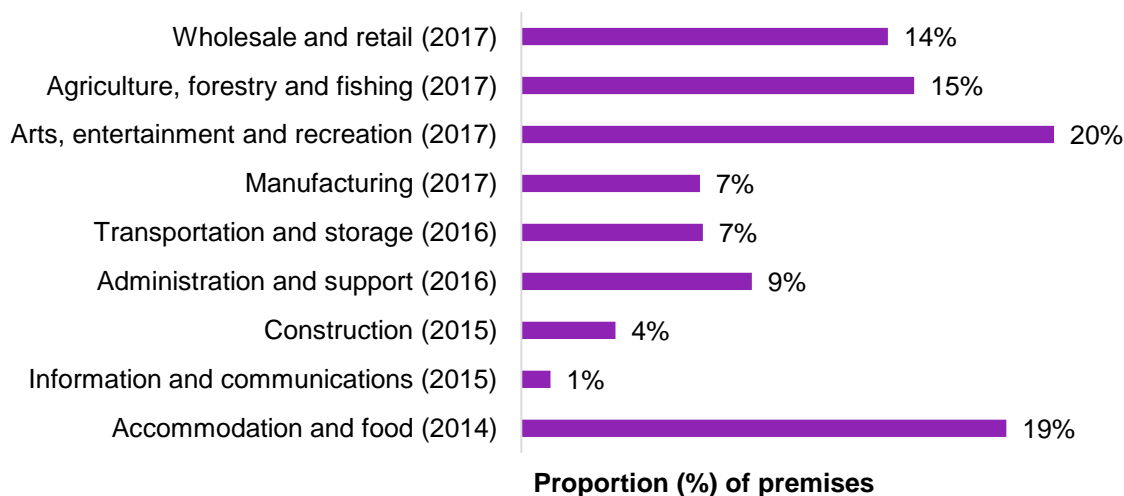
The extent to which premises think online crime is a problem for them does not seem to be linked to their worry about online crime. The proportion of premises that thought that online crime was a problem was at a low level (7% or less) in each sector. This suggests that the fear of online crime tends to be greater than the problems caused by it in many cases, i.e. the majority of online crimes do not cause major problems but premises nonetheless fear more significant threats. It may also indicate that, whilst online crime was not a major problem at the time of interview, businesses fear that it may become so in the future.

## 5.4 ANTI-SOCIAL BEHAVIOUR

Respondents to the survey were asked if the business at their premises had been affected by anti-social behaviour (ASB) in the last 12 months. Those sectors containing premises that are more likely to be open to the public were the most likely to experience ASB and, in particular, those sectors more likely to be associated with the night time economy. For example, in 2017 one in five (20%) premises in the Arts, entertainment and recreation sector experienced ASB. A similar proportion (19%) of accommodation and food premises had experienced ASB in 2014. The most common type of ASB experienced in the Arts, entertainment and recreation sector was 'Youths/teenagers/groups hanging about on the streets' (36%), this was also the most common type of ASB to affect the Wholesale and retail sector (41%) and the Manufacturing sector (38%). Of the sectors surveyed in 2017, the manufacturing sector was least likely to experience ASB (7% of premises). A similar proportion of premises in the Agriculture, Forestry and Fishing sector and the Wholesale and retail sector experienced ASB in 2017 (15% and 14% respectively), however the former was much more likely to suffer from environmental ASB (e.g. litter/rubbish) with 45% of premises saying they had experienced this in the 2017 survey year.



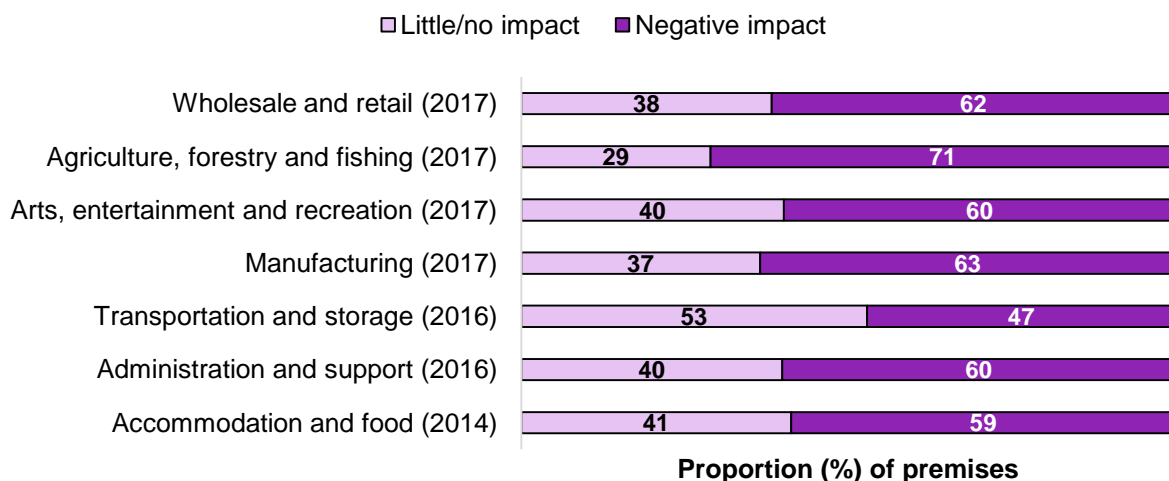
**Figure 5.4: Proportion of premises experiencing anti-social behaviour by sector, 2014 to 2017 CVS**



Source: Home Office, [2017 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

Victims of ASB were asked how, if at all, the experience of ASB had impacted negatively on the business at their premises, either financially or otherwise (see Figure 5.6). In the Agriculture, Forestry and Fishing sector, 71% of businesses affected by ASB said that this had had a negative impact on their business, with around half (51%) of businesses in this sector reporting that they had suffered a negative financial impact, a much higher proportion compared with all other sectors surveyed.

**Figure 5.5: Proportion of premises experiencing anti-social behaviour reporting the level of impact by sector, 2014 to 2017 CVS**



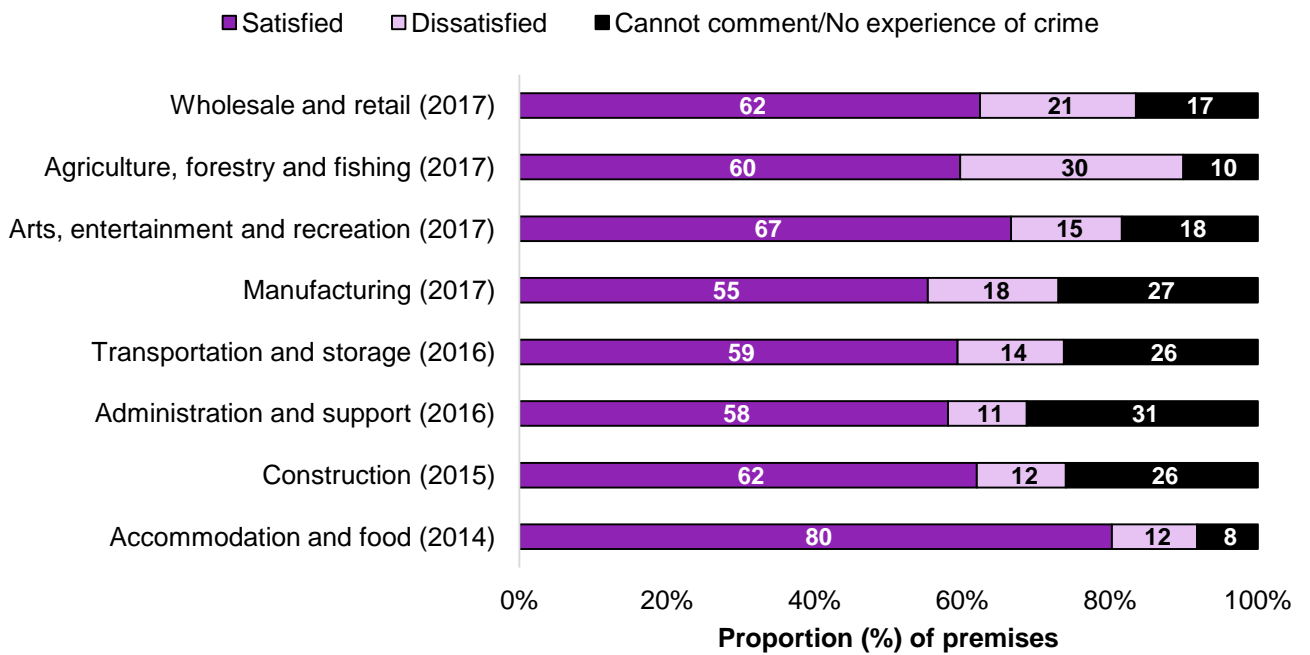
Source: Home Office, [2017 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

Table notes: the construction sector and information and communications sector are not presented in this chart due to a low number of respondents with experience of ASB (i.e. the unweighted bases were less than 50). Negative impacts include impacts on finances, custom, employees and 'other'.

## 5.6 PERCEPTIONS OF THE POLICE

Premises were asked about their satisfaction with the way police handle the crime problems facing businesses in their area. As shown in Figure 5.7, the majority of premises were satisfied with the way the police handle crime, with satisfaction ranging from 55% of manufacturing premises to 80% of accommodation and food premises (this does not take into consideration those premises that felt they could not comment due to no experience of crime or other reasons). Dissatisfaction with the police was highest in the Agriculture, Forestry and Fishing sector, with 30% of premises dissatisfied, much higher compared with all other sectors. In every sector, dissatisfaction was higher amongst those premises that had been a victim of crime than amongst those premises that had not.

**Figure 5.6: Proportion of premises satisfied with the way the police handle crime in their area, by sector, 2014 to 2017 CVS**



Source: Home Office, [2017 CVS Anti-social behaviour, perceptions of policing and cybercrime tables](#).

# Technical Annex

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This Technical Annex outlines the methodology used in producing the published statistics from the 2017 Commercial Victimization Survey (CVS). For more details of the survey methodology, please see the [Technical Report](#).

## T.0 INTRODUCTION

The 2017 CVS is the sixth in a series of Home Office surveys covering crime against businesses, which have run annually since 2012. Prior to this, the survey was run in 1994 and 2002. There are plans to repeat the survey in 2018.

## T.1 SAMPLE AND SURVEY COVERAGE

The 2017 CVS focused on 4 industry sectors defined by the [UK Standard Industrial Classification 2007](#) (SIC). These were sectors G (Wholesale and retail), A (Agriculture, Forestry and Fishing), R (Arts, entertainment and recreation) and C (Manufacturing).

The 2012 CVS and 2013 CVS each focused on 4 sectors. In 2014, one sector was dropped in favour of collecting a double sample (2,109 respondents), from the Wholesale and retail sector, to allow for more detailed analysis due to particular user interest in this area. In 2015 the CVS returned to sampling 4 sectors; however, the target number of interviews for the Information and communication sector was limited to 200 (compared with 1,000 interviews in the other 3 sectors) in order to allocate resource to a feasibility study for a potential survey of Head Offices, while exploring a new sector of interest to inform potential new surveys of this sector. The 2016 survey was reduced back to 3 sectors to allocate resource to the pilot Head Office survey. Following the pilot in March 2017, a decision was taken not to pursue a full Head Office survey (see the Ipsos MORI report '[Commercial Victimization Survey, Head Office Feasibility Study: Pilot survey report](#)' for further details) therefore more resource was available for the 2017 CVS, allowing 4 sectors to be included in the survey.

The Wholesale and retail (G) sector has been included in each survey since 2012, meaning that analysis of longer-term trends of crime against the sector is possible. The Agriculture, Forestry and Fishing sector (A) was included in the 2013, 2014 and 2015 surveys enabling some comparisons to be made. The Arts, entertainment and recreation (R) and the Manufacturing (C) sectors have only been included once before, in the 2013 and 2012 CVS respectively, therefore limited comparisons can be made.

Decisions on sector coverage were made following discussions with the CVS Steering Group and in response to user needs. Between them, the 4 sectors included in the 2017 CVS accounted for just over a quarter of all business premises in England and Wales.

The survey was designed to measure crime at the premises rather than the enterprise level (i.e. a single outlet of a national chain would have been sampled rather than the entire business entity). As such, only crimes that were committed directly against the specific sampled premises were in scope. To be representative at the premises level, the sample was also designed so that multiple premises in the same enterprise could be sampled.

The sample was drawn from the [Interdepartmental Business Register](#) (IDBR), a list of UK businesses covering 99% of UK economic activity, which is maintained by the [Office for National Statistics](#) (ONS) and widely used as a sample frame for national surveys of businesses. Companies are included on the IDBR if they are registered with HM Revenue and Customs (HMRC) for VAT purposes, operate a PAYE scheme, or are registered at Companies House. In practice, the VAT registration threshold means that all companies in the UK with a turnover of taxable goods and services over £79,000 per annum are included in the sampling frame. Those with a turnover less than this are excluded and, as a result, it is likely that some recently formed companies and small companies will not be covered by the

survey.

A stratified sample design was used, based on the size of the industry and the sector, to ensure that there was an adequate number of interviews for analysis of different sized businesses within each sector. The sample size is too small however to produce sub-national estimates.

## T.2 FIELDWORK

The 2017 CVS was conducted as a series of telephone interviews between September and December 2017. Premises were first contacted to identify the appropriate respondent for the interview and arrange a suitable time to carry out the interview. The respondent was generally the person responsible for security and crime-related issues at the premises. In advance of the interview, respondents were sent a paper version of the 'Experience of crime' sheet (ECS), and also given the option to complete the ECS online. The ECS detailed the information that would be requested by the interviewer. This allowed respondents time to gather and make note of required information relating to the extent of crime against their premises before the interview.

The 2017 CVS achieved a total of 4,027 interviews, with just over 1,000 in the Wholesale and retail and Agriculture, Forestry and Fishing sectors, and just fewer than 1,000 in the Arts, entertainment and recreation and Manufacturing sectors. The overall response rate for the main interviews was 53%, which is considered high for a voluntary survey of businesses and is greater than the response rate achieved in 2016 (49%) and even more so compared with 2015 (43%). The response rate in 2017 did vary between sectors, ranging from 41% in the Wholesale and retail sector to 57% in the Arts, entertainment and recreation sector (see [Methodology tables](#) for more detail). The increased response rate in the most recent 2 years may be in part due to the endorsement given by several trade bodies, which could have increased trust and awareness of the survey. To further improve response rates, an update of the survey website was carried out for the 2016 CVS and the advance materials were also reviewed and renewed. Among other strategies, the contractor committed to stronger refusal conversion; for the second year premises were asked for the reason for refusal, which facilitated this process. The contractor also conducted regular reviews of optimum calling patterns throughout the fieldwork period. Further information on response rates and reasons for non-response are included in the [Technical Report](#).

**Table T1: Target and achieved number of interviews, 2017 CVS**

Sector	Target number of interviews	Achieved interviews
Wholesale and retail	1,000	1,053
Agriculture, Forestry and Fishing	1,000	1,019
Arts, entertainment and recreation	1,000	964
Manufacturing	1,000	991
<b>Total</b>	<b>4,000</b>	<b>4,027</b>

Source: Home Office and Ipsos MORI.

## T.3 QUESTIONNAIRE STRUCTURE

Respondents were asked whether the business at the current premises had experienced a range of crimes in the 12 months prior to interview. If so, they were then asked how many crimes of each type had been experienced in the same twelve-month period. Around 4% of businesses had been at their current premises for less than 12 months and, in these cases, they were asked only about crimes experienced since they had moved to their current premises.

Respondents were also asked a number of questions about the circumstances of the crimes experienced, such as reporting the incident to the police and whether they thought the incident had

been carried out by an organised group of criminals. Where business premises had experienced more than one incident of a particular crime type in the last 12 months, they were asked about the circumstances of only the most recent incident in order to reduce respondent burden and to avoid issues related to memory recall.

As well as the range of core offences covered by the survey, the CVS questionnaire also included a module asking about experience of online crime, and another asking about crime prevention. Premises were randomly assigned to answer either the online crime module or the crime prevention module.

Respondents were also asked about other crime-related issues at the sampled premises, such as experience of anti-social behaviour and contact with the police.

## T.4 ANALYSIS

### Weighting

Data are weighted to take account of both non-response and the stratified sampling design. Non-response is a result of either being unable to identify contact details for sampled business premises or from contacted premises being unwilling to take part in the survey. Weighting accounts for stratification and non-response by ensuring that the sample is representative of businesses in these 4 sectors in England and Wales as a whole. For a detailed description of the weighting methodology, please see the [Technical Report](#).

### Data cleaning

The nature of crime against businesses means it is possible that a small number of premises may have experienced a volume of crime that has a disproportionately large effect on figures for the sample as a whole, which would make comparison of trends over time problematic. To prevent a small number of sampled premises having an excessive influence on overall figures, the data were assessed to identify any outliers. This process involved 2 stages, the first of which was to manually identify and remove any extreme cases, where the numbers of crimes reported were so large that they were very likely to be erroneous, for example due to a recording issue, or because the respondents had misunderstood some questions (e.g. they had given the number or value of items stolen rather than the number of incidents of theft). There were 8 such cases in the data and these were removed, as the data were judged to be unreliable.

Further to this case, the data were examined for other outlier values in terms of the number of incidents reported by a respondent for each crime type covered by the CVS. A process of incident capping is used in other crime surveys; for example, the CSEW in effect caps the number of incidents that can be experienced by a respondent at 30. However, for the CVS, a more detailed approach is needed to account for the wide variation in the type of premises in the sample and the crime types covered. For example, it would be wrong to set a single cap across the whole survey as incidents of theft by a customer against a large retailer would be expected to occur much more often than incidents of burglary against a small business in the administration and support sector.

A statistical measure known as Cook's distance was used as a measure of whether data points were outliers. A high Cook's distance indicates that a data point has a large effect on the mean. For each crime type, any data points within a particular sector and size band were checked to see whether:

- They had a Cook's distance greater than 10;
- They were substantially higher than the mean number of incidents experienced by respondents in the same sector and size band (i.e. more than 30 times the square root of the mean).

In previous years if **both** of these conditions were satisfied, (i.e. a data point was much higher than the mean for the sector and size band **and** had a large effect on the mean according to the Cook's distance), such data points were identified as outliers. However, after reviewing the data it was clear

that these criteria for exclusion were too strict for some of the crime types, i.e. some clearly extreme values did not meet the criteria and therefore remained in the data, disproportionately affecting the estimates for those crime types. A decision was made to change the parameters for burglary (with entry) and robbery in the Wholesale and retail sector so that only one of the conditions described above had to be satisfied for the data point to be considered an outlier. This yielded more reasonable estimates that would be expected for these crime types.

Across the 4,019 remaining interviews and the 21 crime types covered by the survey, including online crime types, 30 figures (0.04% of the total 84,399 figures supplied on numbers of crimes experienced) were identified as outliers. These were then set to the mean number of incidents experienced by victims within the same sector and size band.

### Imputation of missing data

A small number of survey respondents said that they did not know if their business had been a victim of a particular type of crime at all in the previous 12 months. In these cases, values were imputed to the mean number of incidents experienced by the other business premises in the same industry sector and size band. Where this was less than one, cases were classed as non-victims for the purpose of calculating prevalence rates; where this was one or more, they were classed as victims. Of the 84,399 responses to questions regarding whether a particular crime type had been experienced, a total of 11 (0.01%) were imputed.

## T.5 INTERPRETING THE RESULTS

When interpreting the results presented in this publication, some consideration should be given to various issues around the structure of the survey and of business premises in England and Wales.

### Coverage

As outlined above, the 2017 CVS focused on business premises in 4 industry sectors:

- Wholesale and retail
- Agriculture, Forestry and Fishing
- Arts, entertainment and recreation
- Manufacturing

All 4 of these sectors have previously been surveyed: Wholesale and retail for several consecutive years; Agriculture, Forestry and Fishing in 2013, 2014 and 2015; Arts, entertainment and recreation in 2013; and Manufacturing in 2012.

Due to the limited coverage of the survey the results should not be considered as representative of crime against businesses as a whole, only of crime against the sectors surveyed. For example, it would be unwise to take the survey results presented here to indicate trends in crime against the financial or information and communication services sectors, which are very different in their nature.

Although many businesses will operate at, or own, multiple premises, the CVS is a premises-based survey therefore the data refer only to the premises sampled rather than the business as a whole. It is important to bear this in mind when considering the results of the survey, particularly in sectors that tend to experience crime at a Head Office level rather than at a premises level. In addition, where results are presented by premises size (measured by the number of employees at the premises), it should be remembered that this relates to the number of employees employed at that particular premises, and not in the business as a whole.

Similarly, while the CVS is intended to complement existing sources of information on crime, such as the CSEW, consideration of the methodology and coverage of the surveys means that it is not possible

to combine the results from the 2 to obtain a ‘total’ count of crime. Differences in definitions and methodology between the 2 surveys mean figures are not directly comparable. In addition, as stated above, the CVS does not intend to give a full count of crime against all businesses, only against those businesses in the sectors covered.

## Rates and numbers

Numbers of crimes are presented for premises in each sector, broken down by the numbers of employees at the premises. These numbers are produced by scaling up weighted data from the survey sample to the total number of business premises in each sector and size band combination in England and Wales as a whole. Table TA2 below shows the total numbers of premises; crime estimates were grossed up for the sector based on these figures.

**Table T2: Total numbers of premises in each sector in England and Wales, 2014 to 2017 CVS**

Sector	Survey year	Approximate total premises count
Wholesale and retail	2017	375,000
Agriculture, Forestry and Fishing	2017	117,000
Arts, entertainment and recreation	2017	179,000
Manufacturing	2017	134,000
Transportation and storage	2016	67,000
Administration and support	2016	151,000
Construction	2015	155,000
Information and communication	2015	109,000
Accommodation and food	2014	121,000

Source: ONS, [Interdepartmental Business Register \(IDBR\)](#).

Table notes: These figures were supplied to the Home Office by ONS on request at the time of each sample design phase. These figures are rounded to the nearest 1,000 and may differ from those in official publications of IDBR statistics.

Care should be taken when comparing levels of crime between sectors, or when comparing different premises sizes, due to differences in the number of such premises in England and Wales as a whole. For example, a greater number of crimes against the Wholesale and retail sector would be expected, as it accounts for more premises than any of the other sectors surveyed by the CVS in any year. For this reason, when making comparisons between different types of business premises, either by sector or by size, it is better to compare the rates of crime between these premises, which control for the different number of premises in each category.

## Reporting rates and organised crime (“most recent incident” measures)

As well as measuring rates and numbers for the 14 main crime types, the CVS also asked a series of questions about the *most recent incident* of each crime type. These questions included whether the incident was reported to the police and whether the respondent perceived this to have been carried out by an organised group of criminals. Responses to these questions were used to estimate “reporting rates” (the proportion of respondents who reported the most recent incident of a particular crime type to the police) and “organised crime rates” (the proportion of respondents who perceived the most recent incident of a particular crime type to have been carried out by an organised group of criminals).

Because these figures are based on the most recent incident of each crime type that occurred in the last 12 months, it is not possible to show percentages for combined crime groups (for example, all burglary, all theft) as the *most recent* incident cannot be identified across these groups for a consistent measure. For example, where a respondent has experienced theft by a customer and theft by an employee, it is not possible to identify which of these was the most recent and therefore produce a figure for the most recent incident of theft. From these questions alone it was not possible to treat the



responses as true “rates” and make statements about the proportion of all *incidents* reported to the police or perceived to be organised crime since the questions do not take all incidents into account. For this reason, further questions were added to the 2016 CVS which asked respondents about their general reporting practices for all incidents and what factors affected the probability of an incident being reported to the police. A new question was also added to ask repeat victims whether they believed any of the incidents to have been carried out by an organised group of criminals. A further question was added which asked respondents to estimate how many of the crimes they believed to have been committed by an organised gang of criminals, however this question was removed from the 2017 CVS because sample sizes were too small to yield any useful analysis.

## Statistical methodology

The CVS estimates are based on a representative sample of businesses in a selection of industry sectors in England and Wales each year. The CVS uses a sample, which is a small-scale representation of the population from which it is drawn.

Any sample survey may produce estimates that differ from the figures that would have been obtained if the whole population had been interviewed. It is, however, possible to calculate a range of values around an estimate, known as the confidence interval (also referred to as margin of error) of the estimate. Standard 95% confidence intervals were calculated using the means and standard deviations of variables estimated using the survey data. In practice, this means that if many different samples of business premises were drawn, the true population value would fall within this interval (error margin) 95% of the time.

Formal significance testing of the differences between survey estimates from different years was carried out. Significance testing is a statistical tool which is used to determine whether a difference between 2 estimates is likely to be genuine (statistically significant) or whether there is insufficient evidence in the survey data to suggest that the difference hasn't been observed by chance, due to sample variation (not statistically significant). Unless otherwise stated, all significance tests were carried out at the 95% level. This means that the statistically significant results quoted in this bulletin have at least a 95% chance of reflecting genuine differences, i.e. the probability of observing such difference by chance is 5% or less.

Two-sample z-tests for means were used to do significance testing for incidence rates and the average numbers of crimes per victim, while unpooled two-sample z-tests for proportions were used for prevalence rates, reporting rates (to the police) and the proportions of crimes that were perceived to have been carried out by an organised group of criminals. Statistical significance was determined by the results of the z-tests.

In some places significance was also indicated by the fact that the confidence intervals of 2 estimates did not overlap. However, while non-overlapping confidence intervals usually indicate a statistically significant difference, overlapping confidence intervals do not always indicate a lack of statistical significance.

## T.6 DETAILS OF THE CALCULATION OF COSTS OF CRIME

Respondents who had been victims of theft within the previous 12 months were asked for information on the costs of the crimes experienced. The CVS includes 2 questions to estimate the value of items stolen by customers. The first question focuses on cost per victim and asks the respondent to estimate the total value of all items stolen by customers in the last 12 months. The second question is a proxy for the cost per incident, asking the respondent to estimate the total value of items stolen by customers in the most recent incident of shoplifting experienced. Please note that this does not yield a true cost “per incident”, as only the latest incident is taken into account; other incidents experienced by the respondent are likely to have incurred different costs. Furthermore, responses to the question may be affected by recall bias (e.g. respondents may refer to the most memorable, rather than the most recent incident) so the estimates should be treated with caution. The CVS data appear to support this theory, since the mean cost per incident (based on the most recent incident) was £797 in 2017, and the



average number of incidents per victim was 59; multiplying these together would yield a much higher predicted estimate of the total cost per victim than the estimate of £9,525, as measured by the survey question directly, suggesting that the values given by respondents in reference to the “most recent” incident may be exaggerated. Despite this caveat, the average costs based on the most recent incident are a suitable way of monitoring typical costs of shoplifting over time.

Respondents were asked for the total value regardless of whether the items were returned or whether they received any insurance payment. A minority of respondents were unable to provide absolute figures for the cost of a particular crime and were therefore asked to estimate them within a range. Some respondents were unable or refused to provide an estimate. Information from both questions was combined to produce the estimates presented, by taking the midpoint of each range in the second question as the estimate of the cost, if an estimate was not given in the first question. The ranges defined in the questionnaire are as follows:

**Which of the following is closest to the total value?**

- Nil or negligible
- Up to £25
- £26 to £50
- £51 to £100
- £101 to £250
- £251 to £500
- £501 to £750
- £751 to £1,000
- £1,001 to £2,500
- £2,501 to £5,000
- £5,001 to £10,000
- £10,001 to £50,000
- £50,001 to £100,000
- £100,001 to £500,000
- £500,001 to £1,000,000
- More than £1,000,000
- Don't know

The same cost ranges were used for other measurements of cost, for example the amount businesses spend annually on IT security.

It should be noted that these ranges differ from those used in the 2012 to 2014 CVS. They were revised as part of survey development for 2015, to give narrower ranges at the lower end, and a lower maximum, as 2012 to 2014 CVS data showed that these would be more appropriate and informative.

**T.7 SURVEY BURDEN**

Producers of official statistics are required to be compliant with Value 5, on efficiency and proportionality, of the [Code of Practice for Official Statistics](#) which states: “Statistics producers should be transparent in their approach to monitoring and reducing the burden on those providing their information, and on those involved in collecting, recording and supplying data. The burden imposed should be proportionate to the benefits arising from the use of the statistics.”

To comply with the Code, the Home Office is required to report the estimated costs to businesses responding to statistical surveys such as the CVS, using a compliance cost model that is used consistently by government departments.

As the CVS is completed by businesses, the Home Office makes annual estimates of the cost to these organisations of completing the survey. Estimates of survey compliance costs are collated and published on an annual basis by the ONS Survey Control Unit for all government departments, including the Home Office. The latest compliance costs for the CVS can be found here:

- [Online list of Government Statistical Surveys \(OLGSS\)](#)

## T.8 OTHER DATA SOURCES

Figures on the number of incidents, incidents per 1,000 premises, number of victims, and proportion of premises that experienced crime by sector and business size, can be found in the [2017 CVS Headline Tables](#).

[Headline and detailed findings from the 2012 to 2017 CVS](#), including figures on the numbers of crimes, numbers of victims and incidence and prevalence rates, are also available online.

Final fieldwork figures, giving the number of interviews by sector and business size, can be found in the [2017 CVS Methodology Tables](#).

Statistical Bulletins are prepared by staff in Home Office Statistics under the National Statistics Code of Practice and can be downloaded from GOV.UK:

<https://www.gov.uk/government/organisations/home-office/about/statistics>

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